

# MOS 2016 Study Guide

Joan Lambert



**EXAM 77-731**

# Microsoft Outlook

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# MOS 2016 Study Guide for Microsoft Outlook

Joan E. Lambert



Microsoft Office Specialist  
Exam 77-731

## **MOS 2016 Study Guide for Microsoft Outlook**

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# Introduction

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The Microsoft Office Specialist (MOS) certification program has been designed to validate your knowledge of and ability to use programs in the Microsoft Office 2016 suite of programs. This book has been designed to guide you in studying the types of tasks you are likely to be required to demonstrate in Exam 77-731, "Outlook 2016: Core Communication, Collaboration and Email Skills."

## Who this book is for

---

*MOS 2016 Study Guide for Microsoft Outlook* is designed for experienced computer users seeking Microsoft Office Specialist certification in Outlook 2016.

MOS exams for individual programs are practical rather than theoretical. You must demonstrate that you can complete certain tasks or projects rather than simply answer questions about program features. The successful MOS certification candidate will have at least six months of experience using all aspects of the program on a regular basis; for example, using Outlook at work or school to create and send messages, format message content, organize and manage messages, schedule appointments and events, manage meetings, store information in notes, track tasks, store contact information, locate information, and print and save information. You should also know how to customize Outlook settings and automate tasks within Outlook.

As a certification candidate, you probably have a lot of experience with the program you want to become certified in. Many of the procedures described in this book will be familiar to you; others might not be. Read through each study section and ensure that you are familiar with the procedures, concepts, and tools discussed. In some cases, images depict the tools you will use to perform procedures related to the skill set. Study the images and ensure that you are familiar with the options available for each tool.

---

**See Also** The information in this book is focused specifically on skills required for Microsoft Office Specialist certification. For more expansive information about Outlook 2016, read *Microsoft Outlook 2016 Step by Step* by Joan Lambert (Microsoft Press, 2016). This 592-page book provides in-depth information about all aspects of the Outlook program and useful tips for increasing efficiency.

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## How this book is organized

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The exam coverage is divided into chapters representing broad skill sets that correlate to the functional groups covered by the exam. Each chapter is divided into sections addressing groups of related skills that correlate to the exam objectives. Each section includes review information, generic procedures, and practice tasks you can complete on your own while studying. When necessary, practice files you can use to work through the practice tasks are provided. Because Outlook items such as messages and contact records are specific to the email account, you create those as you work through the practice tasks. You can practice the generic procedures in this book by using the supplied practice files or by using your own files.

## Download the practice files

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To copy the book's practice files to your computer, download the compressed (zipped) folder from the following page, and extract the files from it to a folder (such as your Documents folder) on your computer:

*<https://aka.ms/MOSOutlook2016/downloads>*

---

**IMPORTANT** The Outlook 2016 program is not available from this website. You should purchase and install that program before using this book.

---

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

Folder and objective group	Practice files
MOSOutlook2016\Objective1 Manage the Outlook environment for productivity	None
MOSOutlook2016\Objective2 Manage messages	Outlook_2-2a.docx Outlook_2-2b.pptx Outlook_2-3.docx
MOSOutlook2016\Objective3 Manage schedules	Outlook_3-2.docx
MOSOutlook2016\Objective4 Manage contacts and groups	Outlook_4-1.png

## Adapt procedure steps

---

This book contains many images of user interface elements that you'll work with while performing tasks in Outlook on a Windows computer. Depending on your screen resolution or program window width, the Outlook program or item window ribbon on your screen might look different from that shown in this book. (If you turn on Touch mode, the ribbon displays significantly fewer commands than in Mouse mode.) As a result, procedural instructions that involve the ribbon might require a little adaptation.

Simple procedural instructions use this format:

- On the **Insert** tab, in the **Illustrations** group, click **Pictures**.

If the command is in a list, our instructions use this format:

- On the **Home** tab, in the **Tags** group, click the **Follow Up** arrow, and then click **Today**.

If differences between your display settings and ours cause a button to appear differently on your screen than it does in this book, you can easily adapt the steps to locate the command. First click the specified tab, and then locate the specified group. If a group has been collapsed into a group list or under a group button, click the list or button to display the group's commands. If you can't immediately identify the button you want, point to likely candidates to display their names in ScreenTips.

The instructions in this book assume that you're interacting with on-screen elements on your computer by clicking (with a mouse, touchpad, or other hardware device). If you're using a different method—for example, if your computer has a touchscreen interface and you're tapping the screen (with your finger or a stylus)—substitute the applicable tapping action when you interact with a user interface element.

Instructions in this book refer to user interface elements that you click or tap on the screen as *buttons*, and to physical buttons that you press on a keyboard as *keys*, to conform to the standard terminology used in documentation for these products.

## Ebook edition

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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:

*<https://aka.ms/MOSOutlook2016/detail>*

## Errata, updates, & book support

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*<https://aka.ms/MOSOutlook2016/errata>*

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# Taking a Microsoft Office Specialist exam

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Desktop computing proficiency is increasingly important in today's business world. When screening, hiring, and training employees, employers can feel reassured by relying on the objectivity and consistency of technology certification to ensure the competence of their workforce. As an employee or job seeker, you can use technology certification to prove that you already have the skills you need to succeed, saving current and future employers the time and expense of training you.

## Microsoft Office Specialist certification

Microsoft Office Specialist certification is designed to assist students and information workers in validating their skills with Office programs. The following certification paths are available:

- A Microsoft Office Specialist (MOS) is an individual who has demonstrated proficiency by passing a certification exam in one or more Office programs, including Microsoft Word, Excel, PowerPoint, Outlook, or Access.
- A Microsoft Office Specialist Expert (MOS Expert) is an individual who has taken his or her knowledge of Office to the next level and has demonstrated by passing Core and Expert certification exams that he or she has mastered the more advanced features of Word or Excel.
- A Microsoft Office Specialist Master (MOS Master) is an individual who has demonstrated a broader knowledge of Office skills by passing the Word Core and Expert exams, the Excel Core and Expert exams, the PowerPoint exam, and the Access or Outlook exam.

## Selecting a certification path

When deciding which certifications you would like to pursue, assess the following:

- The program and program version(s) with which you are familiar
- The length of time you have used the program and how frequently you use it
- Whether you have had formal or informal training in the use of that program
- Whether you use most or all of the available program features
- Whether you are considered a go-to resource by business associates, friends, and family members who have difficulty with the program

Candidates for MOS certification are expected to successfully complete a wide range of standard business tasks. Successful candidates generally have six or more months of experience with the specific Office program, including either formal, instructor-led training or self-study using MOS-approved books, guides, or interactive computer-based materials.

Candidates for MOS Expert and MOS Master certification are expected to successfully complete more complex tasks that involve using the advanced functionality of the program. Successful candidates generally have at least six months, and might have several years, of experience with the programs, including formal, instructor-led training or self-study using MOS-approved materials.

## Test-taking tips

Every MOS certification exam is developed from a set of exam skill standards (referred to as the *objective domain*) that are derived from studies of how the Office programs are used in the workplace. Because these skill standards dictate the scope of each exam, they provide critical information about how to prepare for certification. This book follows the structure of the published exam objectives.

---

**See Also** For more information about the book structure, see “How this book is organized” in the Introduction.

---

The MOS certification exams are performance based and require you to complete business-related tasks in the program for which you are seeking certification. For example, you might be presented with a document and told to insert and format additional document elements. Your score on the exam reflects how many of the requested tasks you complete within the allotted time.

Here is some helpful information about taking the exam:

- Keep track of the time. Your exam time does not officially begin until after you finish reading the instructions provided at the beginning of the exam. During the exam, the amount of time remaining is shown in the exam instruction window. You can't pause the exam after you start it.
- Pace yourself. At the beginning of the exam, you will receive information about the tasks that are included in the exam. During the exam, the number of completed and remaining tasks is shown in the exam instruction window.
- Read the exam instructions carefully before beginning. Follow all the instructions provided completely and accurately.



Depending on the level of certification you achieve, you will qualify to display one of three logos on your business card and other personal promotional materials. These logos attest to the fact that you are proficient in the applications or cross-application skills necessary to achieve the certification. Using the Logo Builder, you can create a personalized certification logo that includes the MOS logo and the specific programs in which you have achieved certification. If you achieve MOS certification in multiple programs, you can include multiple certifications in one logo.

## For more information

To learn more about the Microsoft Office Specialist exams and related courseware, visit:

*<http://www.certipoint.com/mos>*



# Microsoft Office Specialist

Exam 77-731

## Outlook 2016: Core Communication, Collaboration and Email Skills

---

This book covers the skills you need to have for certification as a Microsoft Office Specialist in Outlook 2016. Specifically, you need to be able to complete tasks that demonstrate the following skill sets:

- 1 Manage the Outlook environment for productivity
- 2 Manage messages
- 3 Manage schedules
- 4 Manage contacts and groups

With these skills, you can efficiently manage communications with colleagues and perform the scheduling and tracking tasks that are important to working efficiently in a business environment.

---

## Prerequisites

---

This book assumes that you have been working with Outlook 2016 for at least six months and that you know how to perform fundamental tasks that are not specifically mentioned in the objectives for this Microsoft Office Specialist exam. Before you begin studying for this exam, you might want to make sure you are familiar with the information in this section.

### Work in individual modules

#### Mail module

Each time you start Outlook and connect to your email server, any new messages received since the last time you connected appear in your Inbox. Depending on your settings, Outlook downloads either the entire message to your computer or only the message header. The headers, which are listed in the content pane to the right of the Folder Pane, provide basic information about the message, such as:

- The item type (such as message, meeting request, or task assignment).
- The sender, recipient, and subject.
- The most recent response type.
- If it has attachments.
- If it has been digitally signed or encrypted.
- If it has been marked as being of high or low importance.

Messages you haven't yet read are indicated by vertical blue lines and bold headers. You can display the text of a message in these ways:

- You can open a message in its own window by double-clicking its header in the message list.
- You can read a message without opening it by clicking its header in the message list to display the message in the Reading Pane.

## Calendar module

When you display the Calendar module, the Folder Pane changes to display the Date Navigator and a list of the local, Microsoft Exchange Server, Microsoft SharePoint, and Internet calendars that Outlook is configured to connect to.

## People module

In the People module, the Folder Pane displays a list of the available address books. On the contact index to the right of the content pane in the People module, you can click alphabetic buttons to quickly jump to contact records filed by a specific letter.

## Tasks and Notes modules

In the Tasks module, the Folder Pane displays the available task folders and task folder views. In the Notes module, it displays the available note folders.

---

**Tip** You can display the Mail, Calendar, People, Tasks, and Notes modules from the Navigation Bar at the bottom of the Folder Pane.

---

## Switch views

You can use commands on the View tab of the ribbon to display different views of module content. If none of the standard views meets your needs, you can click the View Settings button in the Current View group on the View tab to define a custom view of the information in the current module.

## Create Outlook items

You can create any type of Outlook item from any module. You can also create folders to contain items such as mail messages, calendar information, or contact records. You must specify the type of items the folder will contain when you create it.

### To create an item specific to the current module

- On the **Home** tab, in the **New** group, click the **New *Item*** button.
- Press **Ctrl+N**.

---

**Tip** The New button always creates the default item for the current module. For example, in the Mail module, the New button and keyboard shortcut create a new message.

---

### To create any item from any module

- On the **Home** tab, in the **New** group, click the **New Items** button, and then click the type of item you want to create.
- Press **Ctrl+Shift+M** to create a message.
- Press **Ctrl+Shift+A** to create an appointment.
- Press **Ctrl+Shift+Q** to create a meeting.
- Press **Ctrl+Shift+C** to create a contact.
- Press **Ctrl+Shift+L** to create a contact group.
- Press **Ctrl+Shift+K** to create a task.
- Press **Ctrl+Shift+N** to create a note.

### To create a folder

1. Do either of the following to open the Create New Folder dialog box:
  - On the **Folder** tab, in the **New** group, click **New Folder**.
  - Press **Ctrl+Shift+E**.
2. In the **Name** box, enter a name for the folder.
3. In the **Folder contains** list, do one of the following:
  - To create a calendar, click **Calendar Items**.
  - To create an address book, click **Contact Items**.
  - To create an email folder, click **Mail and Post Items**.
  - To create a note folder, click **Note Items**.
  - To create a task list, click **Task Items**.
4. In the **Select where to place the folder** list, click the location in which you want to create the folder.
5. In the **Create New Folder** dialog box, click **OK**.

## Address messages

To address an email message, enter the intended recipient's email address into the To box. If you want to send a message to more than one person, separate the addresses with semicolons. If a message recipient's address is in your address book, you can enter the person's name, and Outlook will look for the corresponding email address. (You can either wait for Outlook to validate the name or press Ctrl+K to immediately validate the names and addresses you enter.)

As you enter characters in the To, Cc, or Bcc box, Outlook might display matching addresses in a list below the box. Select a name or email address from the list and then press Tab or Enter to insert the entire name or address in the box.

If your email account is part of an Exchange Server network, you can send messages to another person on the same network by entering only his or her email alias (for example, if the full email address is *joan@wingtiptoys.com*, you need enter only *joan*)—the at symbol (@) and domain name aren't required.

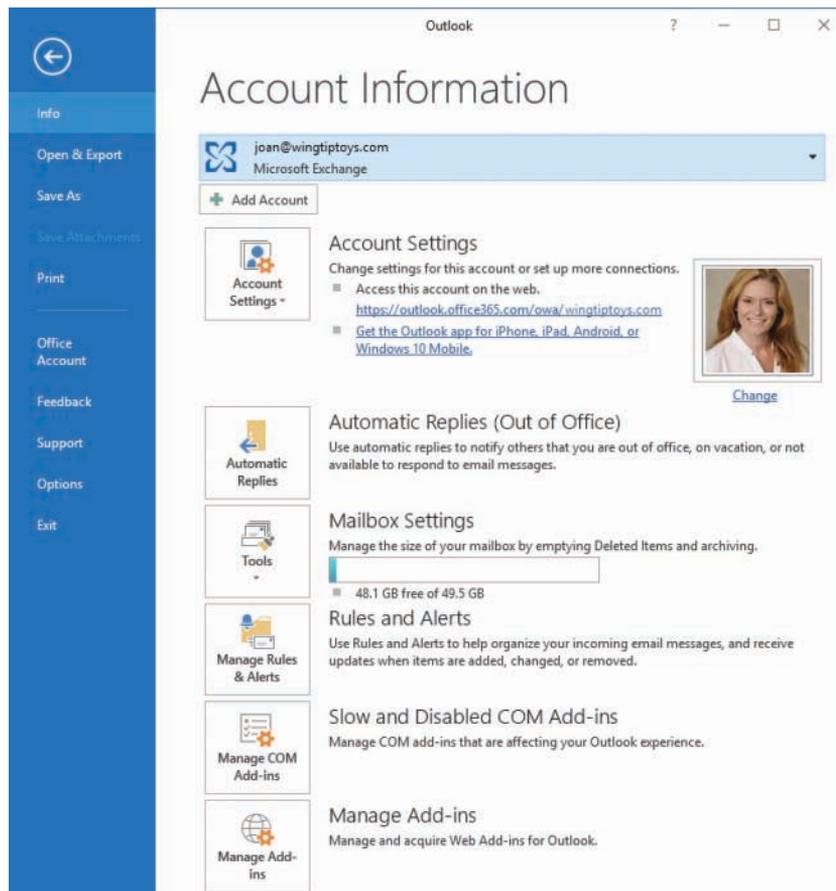
By default, Outlook searches your Global Address List and main address book, but you can instruct the program to also search other address books. If no address book contains an entry for the name you entered, when you send the message, Outlook prompts you to select an address book entry or create a new contact.

### To have Outlook search additional address books

1. On the **Home** tab, in the **Find** group, click **Address Book**.
2. In the **Address Book** window, on the **Tools** menu, click **Options**.
3. In the **Addressing** dialog box, click **Custom**, and then click **Add**.
4. In the **Add Address List** dialog box, click the address list you want to add, click **Add**, and then click **Close**.
5. In the **Addressing** dialog box, click **OK**, and then close the **Address Book** window.

## Access program commands and options

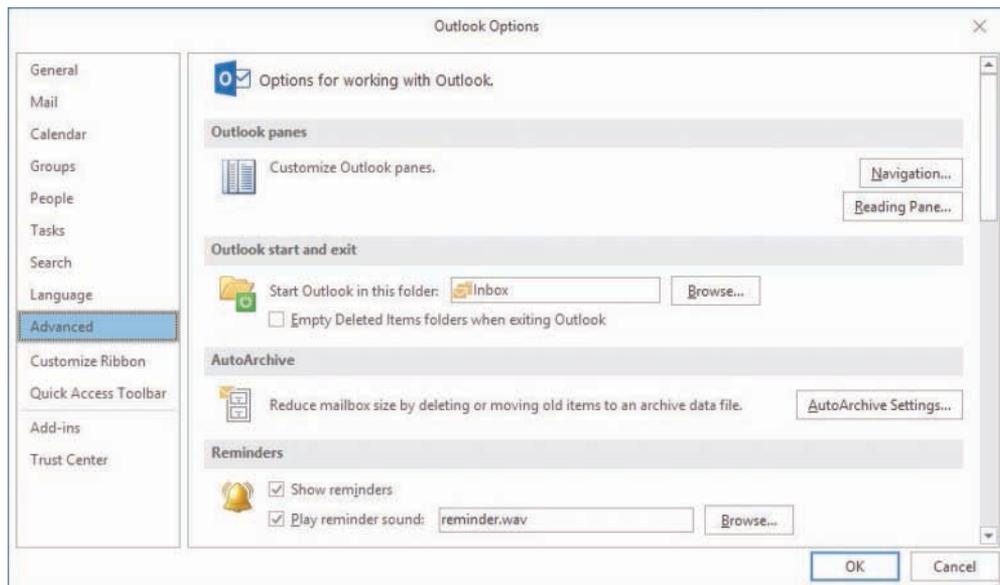
You display the Backstage view by clicking the File tab on the ribbon. Commands for working with email accounts and Outlook items (rather than item content) are available from the Backstage view. You display the Backstage view by clicking the File tab on the ribbon in the Outlook program window or any Outlook item. When you display the Backstage view from the Outlook program window, the commands relate to the current account, current module, and selected item. The available commands vary based on the type of account selected in the account list at the top of the page.



*The Backstage view displays options for the current email account*

The links in the left pane of the Backstage view provide access to pages of commands for working with the current email account, commands for working with the active Outlook item, or commands for working with Outlook. To display the Info, Open & Export, Save As, Print, Office Account, Feedback, or Support page, click the page name in the left pane.

You manage many aspects of Outlook functionality from the Outlook Options dialog box, which you open by clicking Options in the left pane of the Backstage view.



*The Outlook Options dialog box*

The Outlook Options dialog box has 12 separate pages of commands (13 for Microsoft Exchange Server accounts), organized by function. To display the General, Mail, Calendar, Groups, People, Tasks, Search, Language, Advanced, Customize Ribbon, Quick Access Toolbar, Add-ins, or Trust Center page of the Outlook Options dialog box, click the page name in the left pane.

To save changes that you make in the Outlook Options dialog box, click OK in the lower-right corner. To discard changes, click Cancel.

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# Objective group 3

## Manage schedules

---

The skills tested in this section of the Microsoft Office Specialist exam for Microsoft Outlook 2016 relate to managing calendars, calendar items, tasks, and notes. Specifically, the following objectives are associated with this set of skills:

- 3.1 Create and manage calendars
- 3.2 Create appointments, meetings, and events
- 3.3 Organize and manage appointments, meetings, and events
- 3.4 Create and manage notes and tasks

Actively using the Outlook calendar is a big step toward efficient time management. You can track appointments and events, organize meetings, and schedule time to complete tasks. The Outlook calendar differentiates between working and nonworking time so that your calendar correctly indicates times that you're available for meetings. You can specify your standard working days and times, track your schedule in multiple time zones, and smoothly switch between time zones when you travel.

In addition to your primary Outlook calendar, you can create, import, link to, subscribe to, and manage other calendars within the Calendar module. You can share a calendar or selected information from it with people inside or outside of your organization.

Outlook provides other modules in which to track information. The Tasks module provides a way to track independent tasks and messages that you want to follow-up on, and to assign tasks to other people. You can display your daily task lists in the calendar to coordinate the time required to complete them, and you can save general information in the Notes module.

This chapter guides you in studying ways of managing calendars, appointments, meetings, and events; tracking tasks; and recording information in notes.

---

To complete the practice tasks in this chapter, you need the practice file contained in the **MOSOutlook2016\Objective3** practice file folder. For more information, see "Download the practice files" in this book's introduction.

## Objective 3.1: Create and manage calendars

---

### Configure calendar settings

The Calendar module offers four distinct views of content. These views are:

- **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, this view displays additional 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.

In your Outlook calendar, the time that you indicate you are available for other people to schedule meetings with you is referred to as your *work week*. The calendar time slots within your work week are colored differently from those outside of your work week, and are the only time slots made available to people on your network when they are searching for a time to meet with you.

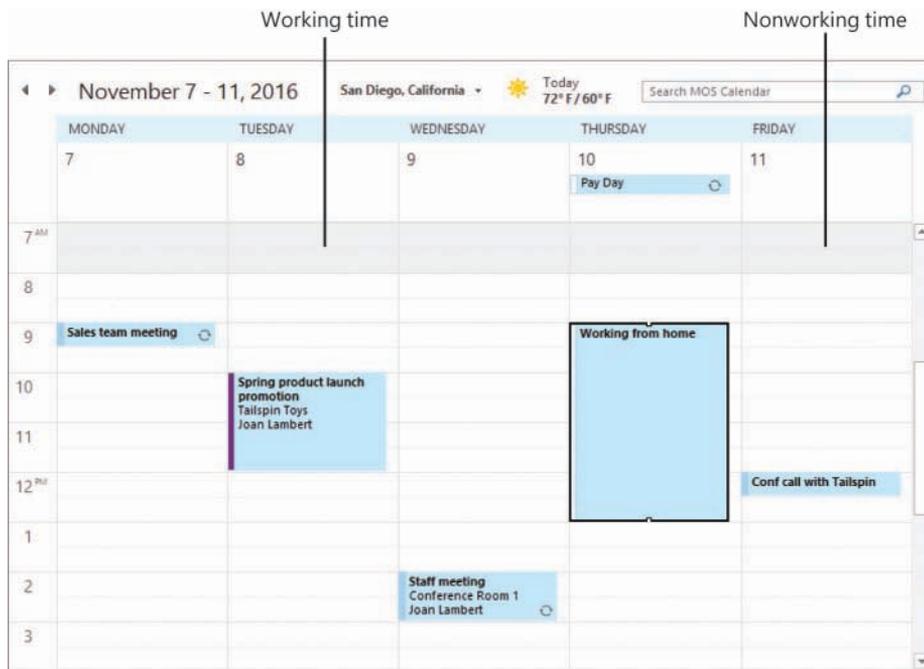
By default, the Outlook work week is defined as from 8:00 A.M. to 5:00 P.M. (in your local time zone), Monday through Friday. You can change this to match your individual work schedule. In Outlook 2016, you can specify a start time and end time for your standard work day, specify the days of the week that you work, and specify the day of the week that you'd like to appear first when you display only the work week in your calendar.

---

**Tip** Outlook doesn't allow you to define a workday that crosses midnight or to define different start and end times for different days.

---

If you frequently travel or work with colleagues or clients outside of your usual time zone, you might want to change the time zone on your computer so that information such as the receipt time of email messages, appointment times, and the time on the clock in the Windows Taskbar notification area reflects your current location. If you have appointments in both time zones, you can display both time zones on the left side of the Calendar pane, and swap between zones when you travel. That way, you can be sure to correctly enter appointments at the time they will occur in their respective time zones.



*Working and nonworking time in Work Week view*

### To display a different calendar view

- On the **View** tab, in the **Current View** group, click **Change View**, and then click **Calendar**, **Preview**, **List**, or **Active**.

### To modify the time period shown in Calendar view or Preview view

- In the **Arrange** group on the **Home** tab, or in the **Arrangement** group on the **View** tab, click **Day**, **Work Week**, **Week**, **Month** or **Schedule View**.
- On the **Home** tab, in the **Go To** group, click **Today** or **Next 7 Days**.

### To modify the time segments shown on the calendar

- On the **View** tab, in the **Arrangement** group, click **Time Scale**, and then click **60 Minutes**, **30 Minutes**, **15 Minutes**, **10 Minutes**, **6 Minutes**, or **5 Minutes**.

### To modify the grouping of calendar items in List view or Active view

- On the **View** tab, in the **Arrangement** gallery, click **Categories**, **Start Date**, **Recurrence**, or **Location**.
- Right-click any column heading, and then click **Group By This Field**.

### To sort calendar items in List view or Active view

- Click any column heading to sort by the values in that column.
- Click the active sort column heading to reverse the sort order.
- On the **View** tab, in the **Arrangement** group, click **Reverse Sort**.

### To set work times on the default calendar

1. Open the **Outlook Options** dialog box and display the **Calendar** page.
2. In the **Work time** section, do any of the following:
  - Set the start time and end time of the work day you want to define.
  - In the **Work week** area, select the check boxes of the days you want to include in your work week.
  - In the **First day of week** list, click the day you want to appear first (on the left) in the Work Week view of your calendar.
  - In the **First week of year** list, click **Starts on Jan 1**, **First 4-day week**, or **First full week**.
3. In the **Outlook Options** dialog box, click **OK** to save the changes.

### To change the calendar time zone

1. Open the **Outlook Options** dialog box and display the **Calendar** page.
2. In the **Time zones** section, do the following:
  - a. Click the **Time zone** list, and then click the time zone you want to display.
  - b. In the corresponding **Label** box, enter a description of up to 32 characters.
3. In the **Outlook Options** dialog box, click **OK** to save the changes.

### To display multiple time zones

1. Open the **Outlook Options** dialog box and display the **Calendar** page.
2. In the **Time zones** section, do the following:
  - a. Select the **Show a second time zone** check box.
  - b. In the corresponding **Time zone** list, click the second time zone you want to display.
  - c. In the corresponding **Label** box, enter a description of up to 32 characters.
3. In the **Outlook Options** dialog box, click **OK** to save the changes.

### To switch your calendar between the primary and secondary time zones

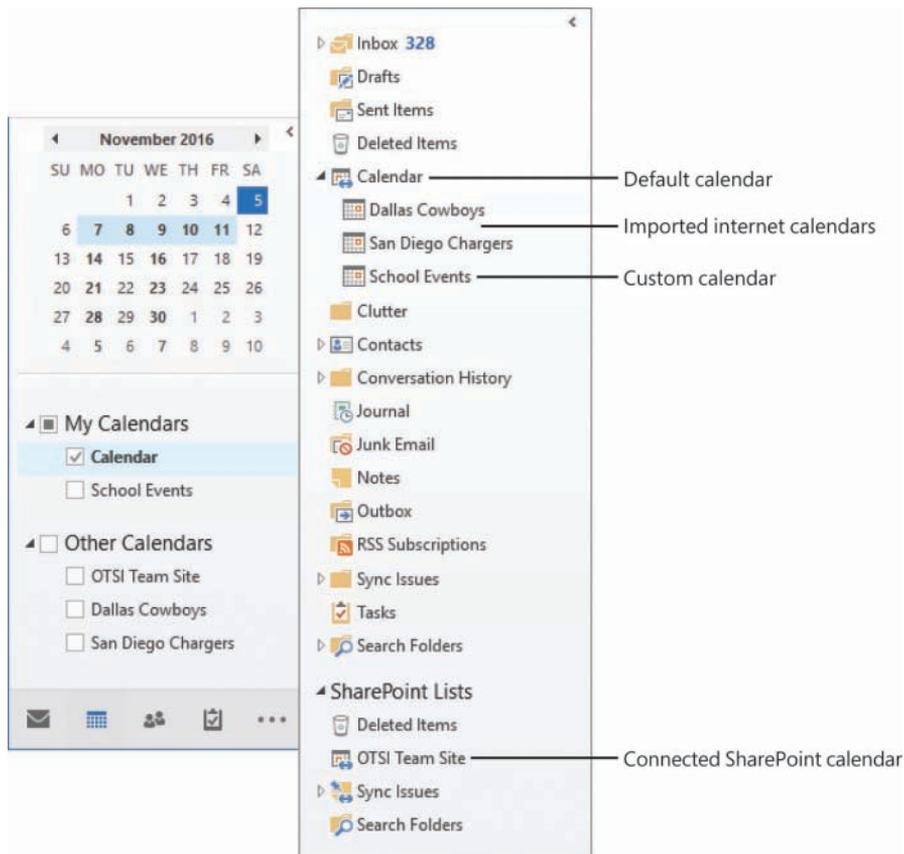
1. Open the **Outlook Options** dialog box and display the **Calendar** page.
2. In the **Time zones** section, click the **Swap Time Zones** button.
3. In the **Outlook Options** dialog box, click **OK** to save the changes.

## Work with multiple calendars

The Calendar button on the Navigation Bar links to the calendar of your default email account. You can also display the following types of calendars in the Calendar module:

- **Calendars of your other email accounts** These are available automatically when you configure Outlook to connect to an account.
- **Custom calendars** You create a calendar in the same way that you do a folder that contains mail, contact records, or other items.
- **Calendars of people within your organization** Within an organization that uses Microsoft Exchange Server, you can display the availability of your co-workers, individually or in a group, without special permission.
- **Shared calendars** Other Outlook users can share their calendars with you.
- **SharePoint site calendars** You can connect a SharePoint calendar to Outlook.
- **Internet calendars** You can subscribe to or import calendars from the Internet.

All these types of calendars are available to you from the Folder Pane in the Calendar module or the Folder List in the Mail module.



Accessing calendars from the Folder Pane

You can display calendars individually, or you can display more than one calendar at a time. For example, you might have separate business and personal calendars and want to view them together. You can view multiple calendars next to each other, or you can overlay them to display a composite view of the separate calendars. When you view and scroll through multiple calendars, they all display the same date or time period.

#### To display or hide multiple calendars

- In the **Folder Pane** of the Calendar module, select or clear the check box of individual calendars.
- In the **Folder Pane** of the Mail module, expand the **Folder List**, and then click a calendar to display it.

#### To create a secondary calendar

1. Display the Calendar module. On the **Folder** tab, in the **New** group, click **New Calendar**.
2. In the **Create New Folder** dialog box, name the calendar, select its location, and then click **OK**.

#### To create a calendar group by choosing group members

1. Display the Calendar module in Calendar view. On the **Home** tab, in the **Manage Calendars** group, click **Calendar Groups** and then, in the list, click **Create New Calendar Group**.
2. In the **Create New Calendar Group** dialog box, enter a name for the group, and then click **OK**.
3. In the **Select Name** dialog box, double-click the names of the people whose calendars you want to include in the calendar group to add them to the **Group Members** box, and then click **OK**.

---

**Tip** You can display an up-to-date group schedule at any time by selecting the check box of the calendar group in the Folder Pane. You can hide the group schedule by clearing the check box.

---

#### To create a calendar group containing the currently displayed calendars

1. On the **Home** tab, in the **Manage Calendars** group, click **Calendar Groups** and then, in the list, click **Save as New Calendar Group**.
2. In the **Create New Calendar Group** dialog box, enter a name for the group, and then click **OK**.

#### To delete a calendar group

1. In the **Folder Pane**, right-click the name of the calendar group, and then click **Delete Group**.
2. In the confirmation dialog box, click **Yes**.

**To delete a calendar from the Calendar module or from a calendar group**

- In the **Folder Pane**, right-click the calendar name, and then click **Delete Calendar**.

**To switch between Overlay Mode and Side-By-Side Mode**

- On the title bar tab of any secondary calendar, click the **View in Overlay Mode** button (the left-pointing ◀ arrow). In Overlay Mode, click either calendar tab to display that calendar on top of the other calendar.
- On any overlaid calendar, click the **View in Side-By-Side Mode** button (the right-pointing ▶ arrow) to return to the standard display.
- On the **View** tab, in the **Arrangement** group, click **Overlay** to turn Overlay Mode on or off for the active calendar.
- Right-click any calendar tab, and then click **Overlay** to turn Overlay Mode on or off for that calendar.

## Share calendar information

Co-workers can view your available working time when they schedule meetings with you or view your calendar through Outlook. If you want to share more information with co-workers or with people outside of your organization, you have several options for doing so.

- You can allow selected co-workers to view calendar item details by sharing the calendar with them.
- You can allow selected co-workers to view your entire calendar and to make appointments and respond to meeting requests on your behalf by delegating control of the calendar to them.
- You can publish your calendar to the Office.com website or to a corporate web server and then share the published calendar with any person who has access to the Internet.
- You can send a professional graphic representation of your appointments during a selected date range by email to any person who uses an HTML-capable email program (not only people who use Outlook), including colleagues, friends, and family members.

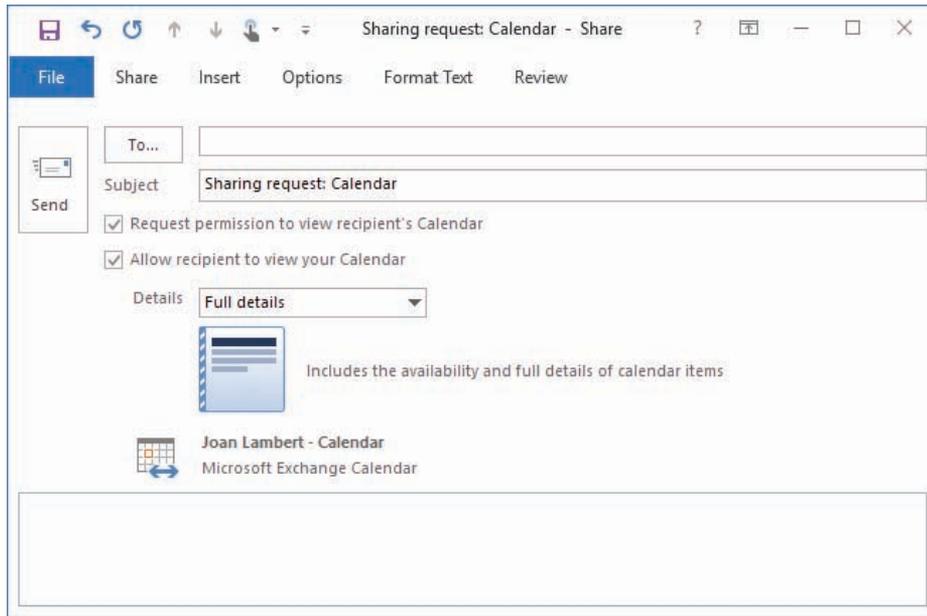
The options for sending, sharing, and publishing calendar information are available from the **Share** group on the **Home** tab of the **Calendar** module.

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**See Also** For information about delegating access to your calendar, see "Delegate access" in "Objective 2.4: Organize and manage messages."

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If your email address is part of an Exchange network, you can give permission to other people on your network to view, modify, or create items within a calendar or any other type of Outlook folder. The level of access each co-worker has is governed by the permissions you assign to him or her. Using this method, you can share your default calendar or a secondary calendar that you create, import, or subscribe to.



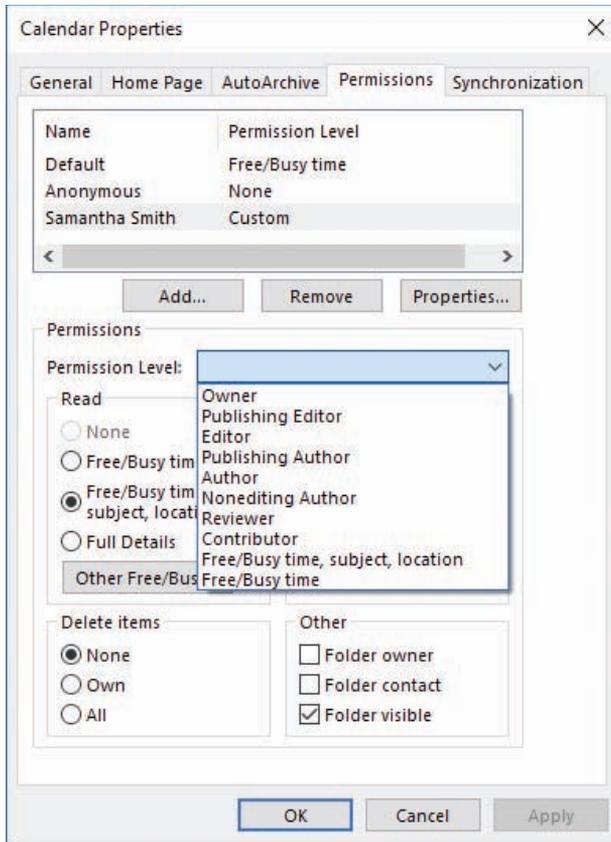
*Shared calendars are available from the Folder Pane of the Calendar module*

After you share a calendar, you can specify the actions each person with whom you share the calendar can take. You can select a permission level, which includes Read, Write, Delete, and other settings, or you can select individual settings in each category.

---

**Tip** From the Permissions page, you can change the default permission level to your calendar and permit co-workers to view more information than only your availability.

---



You can specify the level of detail and actions available to each person you share your calendar with

### To share a calendar

1. In the Calendar module, display the calendar you want to share.
2. On the **Home** tab, in the **Share** group, click **Share Calendar** to create a sharing invitation.
3. Address the invitation to the person with whom you'd like to share your calendar. If you'd like to request that the person reciprocate by sharing his or her calendar with you, select the **Request permission to view recipient's Calendar** check box.
4. In the **Details** list, click the level of detail you want to share: **Availability only**, **Limited details**, or **Full details**.
5. Add any notes you want to in the content pane, send the message, and then click **Yes** in the **Microsoft Outlook** dialog box that asks you to confirm that you want to share the calendar with the specified permissions.

### To configure permissions for a shared calendar

1. On the **Home** tab, in the **Share** group, click **Calendar Permissions**.
2. On the **Permissions** tab of the **Calendar Properties** dialog box, do either of the following, and then click **OK**:
  - Click a preconfigured permission level in the **Permission Level** list.
  - Select individual options.

## Objective 3.1 practice tasks

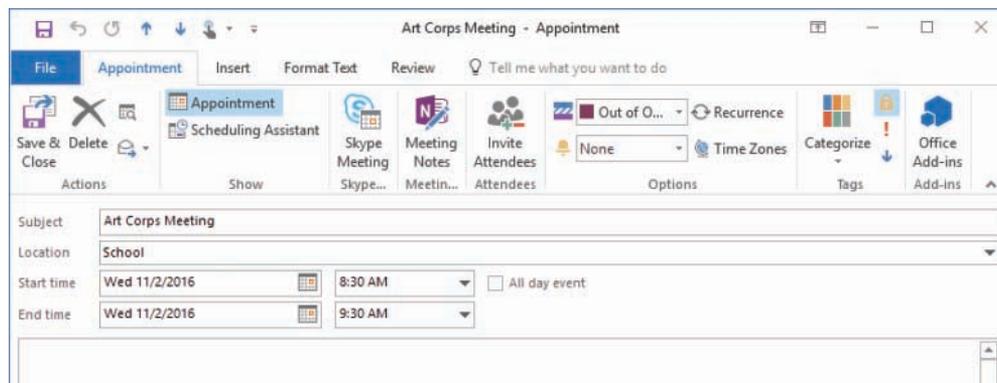
There are no practice files for these tasks. Before you begin, alert a colleague that you are going to practice sharing your calendar.

- Display the following views of your primary calendar:
  - Display the calendar for next month.
  - Display only the second week of the month.
  - Display only the fifteenth day of the month.
- Configure your Outlook options as follows:
  - Set your work week to Tuesday through Friday, from 10:00 A.M. to 6:00 P.M.
  - Add a time zone to your calendar. Choose a time zone that is two hours ahead of your local time zone.
- Return to your primary calendar and do the following:
  - Use the Go To command to display the calendar for today.
  - Change the time scale to divide the calendar into 15-minute intervals.
- Create a secondary calendar named MOS Schedule, and display it beside your primary calendar.
- Create a calendar group named MOS Team that includes the secondary calendar and the calendar of a colleague, and do the following:
  - Display the calendar group in Schedule view.
  - Display the calendar group in Overlay Mode.
  - Hide (but don't delete) the calendar group.
- Share the MOS Schedule calendar with a colleague as follows:
  - Configure the invitation to display your availability but not the details of appointments, meetings, and events on your calendar.
  - Request that your colleague share his or her calendar with you.
  - Send the invitation.

## Objective 3.2: Create appointments, meetings, and events

### Create appointments and events

Appointments are blocks of time you schedule for only yourself (as opposed to meetings, to which you invite other people). An appointment has a specific start time and end time.



*A typical appointment window*

Events occur for one or more 24-hour days—for example, a birthday, a vacation week, or anything else occurring on specific days but not beginning and ending at specific times. 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 a simple appointment or event directly on the calendar, or provide additional details in an appointment window. The minimum requirements are the subject and the a time. You can also include the appointment location, and enter ancillary information (including formatted text, website links, and even file attachments) in the notes area so that it is readily available to you at the time of the appointment.



*Appointment details available in Day view*

When creating an appointment, meeting, or event, you indicate your availability (also referred to as *Free/Busy time*) by marking it as Free, Working Elsewhere, Tentative, Busy, or Out Of Office. The appointment time 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.

### To create a simple appointment with the default settings

1. In the Calendar module, display the date on which you want to schedule the appointment.
2. In the **Calendar** pane, click the desired time slot or drag through consecutive time slots.
3. Enter the information you want to appear as the appointment subject, and then press **Enter**.

### To open a new appointment window

- In the **Calendar** pane, right-click the desired time slot or drag through consecutive time slots and right-click the selection, and then click **New Appointment**.
- In the Calendar module, on the **Home** tab, in the **New** group, click **New Appointment**.
- In the Calendar module, press **Ctrl+N**.
- In any module, on the **Home** tab, in the **New** group, click **New Items**, and then click **Appointment**.
- In any module, press **Ctrl+Shift+A**.

### To create an appointment with custom settings

1. Open a new appointment window.
2. In the appointment window, enter the information you want to appear on the calendar in the **Subject** and **Location** boxes.
3. Click or enter the appointment start date in the left **Start time** list and, if the appointment extends across multiple days, click or enter the appointment end date in the left **End time** list.
4. Click or enter the appointment start time in the right **Start time** list and the appointment end time in the right **End time** list.
5. On the **Appointment** tab, in the **Options** group, click your availability during the specified appointment time—**Free**, **Working Elsewhere**, **Tentative**, **Busy**, or **Out of Office**—in the **Show As** list.
6. In the **Options** group, in the **Reminder** list, click the length of time prior to the appointment (or **None**) when you would like Outlook to display a reminder.
7. On the **Appointment** tab, in the **Actions** group, click **Save & Close**.

### To create an appointment from an email message

1. In the Mail module, drag the message from the **Mail** pane to the **Calendar** button on the **Navigation Bar**.
2. In the appointment window that opens, edit the appointment details as necessary.
3. On the **Appointment** tab, in the **Actions** group, click **Save & Close**.

### To create an event with default settings

1. Display the calendar in Day view, Work Week view, Week view, or Month view.
2. In the **Calendar** pane, click the space that contains the date (in views other than Month view, the space below the day header and above the time slots).
3. Enter the event name, and then press **Enter**.

### To create an event with custom settings

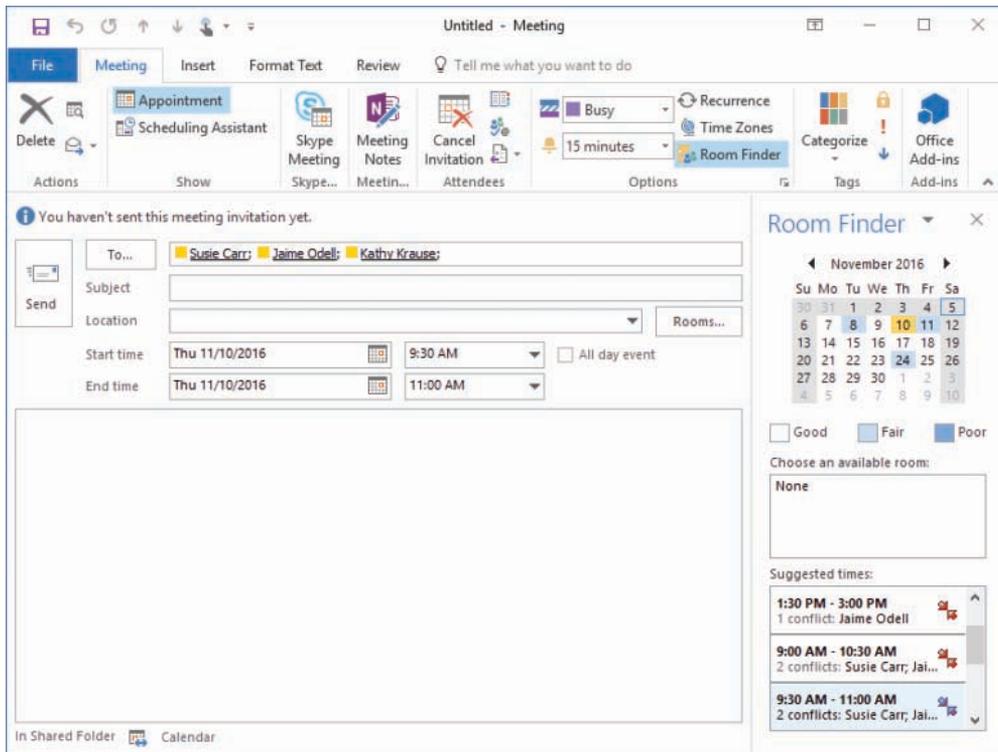
- In an appointment window header, to the right of the **Start time** boxes, select the **All day event** check box.

## Create 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 any person 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 gray.
- Days when all attendees are available are white (Good).
- Days when most attendees are available are light blue (Fair).
- Days when most attendees are not available are medium blue (Poor).

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**Tip** All the capabilities for 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 page by clicking Room Finder in the Options group on the Meeting tab.

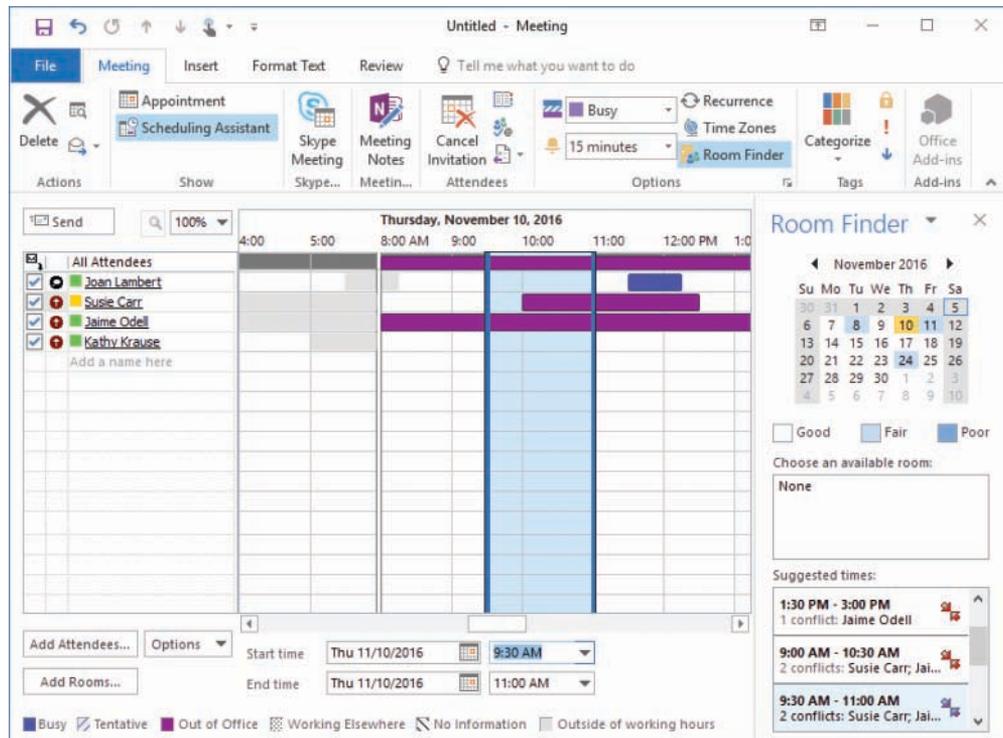
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Managed conference rooms that are available at the indicated meeting time are shown in the center of the Room Finder. At the bottom of the Room Finder, the Suggested Times list displays attendee availability for appointments of the length of time you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

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 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.



*The Scheduling Assistant page of a meeting window*

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.

#### To open a new meeting window

- In the Calendar module, on the **Home** tab, in the **New** group, click **New Meeting**.
- In any module, do either of the following:
  - On the **Home** tab, in the **New** group, click **New Items**, and then click **Meeting**.
  - Press **Ctrl+Shift+Q**.

#### To create a meeting from an email message

- In the message reading window, do either of the following:
  - On the **Message** tab, in the **Respond** group, click the **Reply with Meeting** button.
  - Press **Ctrl+Alt+R**.

#### To create a meeting from an appointment or event

- In an appointment or event window, on the item-specific tab, do either of the following:
  - In the **Attendees** group, click **Invite Attendees**.
  - In the **Show** group, click **Scheduling Assistant**.

#### To invite attendees and schedule resources

- On the **Appointment** page of the meeting window, enter the email addresses or names of the attendees or resources in the **To** box.
- On the **Scheduling** or **Scheduling Assistant** page of the meeting window, enter the email addresses or names of the attendees and resources in the **All Attendees** list.

Or

1. On the **Appointment** page of the meeting window, click the **To** button.
2. In the **Select Attendees and Resources** dialog box, locate and double-click the contacts and managed resources you want to invite, and then click **OK**.

### To invite optional attendees

1. Invite the attendee by using any of the previously discussed methods.
2. On the **Meeting** tab, in the **Show** group, click **Scheduling Assistant**.
3. In the **All Attendees** list, click the icon immediately to the left of the optional attendee's name and then, in the list, click **Optional Attendee**.

### To use the Room Finder

- To display suggested meeting times, click a date in the **Date Navigator** at the top of the **Room Finder** pane.
- To update the meeting request, click a meeting time in the **Suggested Times** list.

## Manage calendar items

If you have the same appointment on a regular basis—for example, a bimonthly haircut or a weekly exercise class—you can set it up in your Outlook calendar as a *recurring appointment*. A recurring appointment can happen at almost any regular interval, such as every Tuesday and Thursday, every other week, or the last day of every month. Configuring an appointment recurrence creates multiple instances of the appointment in your calendar at the time interval you specify. You can set the appointment to recur until further notice, to end after a certain number of occurrences, or to end by a certain date. The individual appointments are linked. When making changes to a recurring appointment, you can choose to update all occurrences or only an individual occurrence of the appointment.

You can configure recurrence at any regular interval

### To configure recurrence for calendar items

1. Do either of the following:
  - On the item-specific tab of the item window, in the **Options** group, click **Recurrence**.
  - In the **Calendar** pane, select the calendar item. On the item-specific tool tab, in the **Options** group, click **Recurrence**.
2. In the **Appointment Recurrence** dialog box, do the following, and then click **OK**:
  - a. In the **Recurrence pattern** area, click a frequency option.
  - b. In the adjacent area, which changes according to the frequency option you select, adjust the settings to reflect the recurrence you want.
  - c. In the **Range of recurrence** area, select the appropriate end date for the series of appointments or events.

### To change the time of an existing calendar item

- In the **Calendar** pane, drag the item to a different date or to a different time slot.
- In the **Calendar** pane, in Day view, Work Week view, or Week view, drag the top or bottom border of an appointment or meeting up or down to change the start or end time.
- In the **Calendar** pane, click an appointment or meeting one time to select it, press **Ctrl+X**, click the time slot to which you want to move the item, and then press **Ctrl+V**.
- In the item window, adjust the **Start time** and **End time** settings. Then on the item-specific tab, in the **Actions** group, click **Save & Close**.

### To create a copy of an existing appointment

1. In the **Calendar** pane, display the original appointment day and the day to which you want to copy the appointment.
2. Hold down the **Ctrl** key, and drag the appointment to the new date or time slot.

### To cancel meetings

1. In the meeting window, on the **Meeting** or **Meeting Series** tab, in the **Actions** group, click **Cancel Meeting**.
2. In the message header, click **Send Cancellation**.

## Objective 3.2 practice tasks

The practice file for these tasks is located in the **MOSOutlook2016\Objective3** practice file folder. Before you begin, alert two colleagues that you are going to practice scheduling meetings.

- ▶ Display tomorrow's date in the Calendar pane and do the following:
  - Create a half-hour appointment from 11:30 A.M. to 12:00 P.M., with the subject MOS Lunch with Jane. Accept all other default settings.
  - Without opening the appointment window, change the start time of the appointment to 10:30 A.M and the end time to 11:30 A.M.
  - Specify the location of the appointment as Fourth Coffee.
  - Set the appointment options so that other Outlook users know that you will be out of the office from 10:30 A.M. to 11:30 A.M. but can't view any appointment details.
- ▶ Create the following appointment:
  - A recurring one-hour appointment on the first Monday of the month at 6:00 P.M. with the subject MOS Book Club.
  - Set the series to start at the beginning of next month and end after six occurrences.
- ▶ Create the following event:
  - A two-day event on Tuesday and Wednesday two weeks from now in Portland, Oregon, with the subject MOS Annual Meeting and Retreat.
  - Show the time as Out of Office.
  - Attach the **Outlook\_3-2** document to the event.
- ▶ Create the following meeting request:
  - Request a half-hour meeting with a colleague, with the subject MOS Status Meeting, at 3:00 P.M. tomorrow.
  - Enter Test – please accept in the Location box, and send the request to your colleague.
- ▶ Create the following meeting request:
  - Schedule a one-hour MOS Budget Meeting with two colleagues at the first available time next week.
  - Configure the meeting to occur at the same time every month for three months.

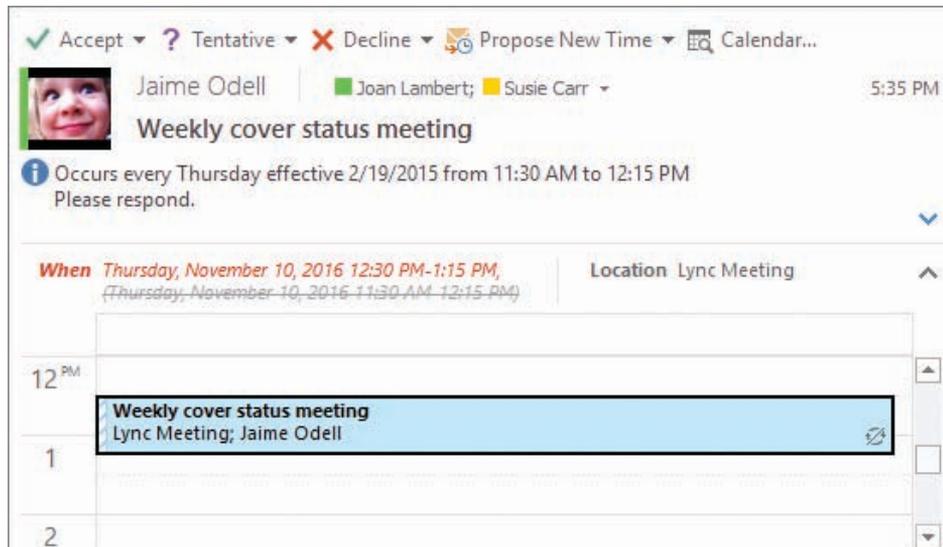
## Objective 3.3: Organize and manage appointments, meetings, and events

### Configure settings for calendar items

As you can with other Outlook items, you can set the importance of a calendar item. Unlike other items, however, the importance is visible only in the open item window. However, you can use the importance setting, as you can any tag, as a way of locating specific calendar items.

By default, Outlook displays a reminder message 15 minutes before the start time of an appointment or meeting, and 18 hours before an all-day event—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.

You might find it necessary to change the date, time, or location of an appointment, meeting, or event. When you are the meeting organizer, you can change any information in a meeting request at any time, including adding or removing invited attendees, or canceling the meeting.



*Meeting updates alert attendees to changes and provide response options*

After you edit or cancel a meeting, Outlook sends an updated meeting request to the invited attendees to keep them informed. If the only change you make is to the attendee list, Outlook gives you the option of sending an update only to the affected attendees.

### To categorize calendar items

- On the item-specific tab of the item window, in the **Tags** group, click **Categorize**, and then click the category you want to assign.
- In the **Calendar** pane, select the calendar item. On the item-specific tool tab, in the **Tags** group, click **Categorize**, and then click the category you want to assign.
- In the **Calendar** pane, right-click the calendar item, click **Categorize**, and then click the category you want to assign.

### To set calendar item importance

- On the item-specific tab of the item window, in the **Tags** group, click the **High Importance** button or **Low Importance** button.
- In the **Calendar** pane, select the item. On the item-specific tool tab, in the **Tags** group, click the **High Importance** button or **Low Importance** button.

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**Tip** If you set the importance of a single occurrence of a recurring item, the High Importance and Low Importance buttons are unavailable in the Calendar pane.

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### To configure reminders

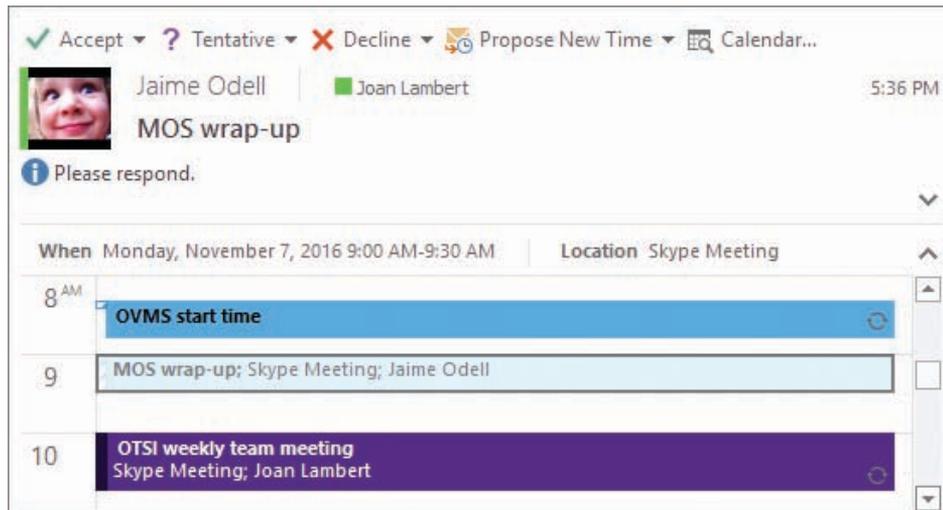
- On the item-specific tab of the item window, in the **Options** group, in the **Reminder** list, click the amount of time prior to the item start time that you want the reminder time to appear.
- In the **Calendar** pane, select the item. On the item-specific tool tab, in the **Options** group, in the **Reminder** list, click the amount of time prior to the item start time that you want the reminder time to appear.

### To update calendar items

1. Double-click the item on your calendar.
2. If the item is one of a series (a recurring item), click to indicate whether you want to edit the series or only the selected instance.
3. Make the changes you want, and then save the item.
4. If the item is a meeting, send the meeting update to the attendees.

## Manage meeting options

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.



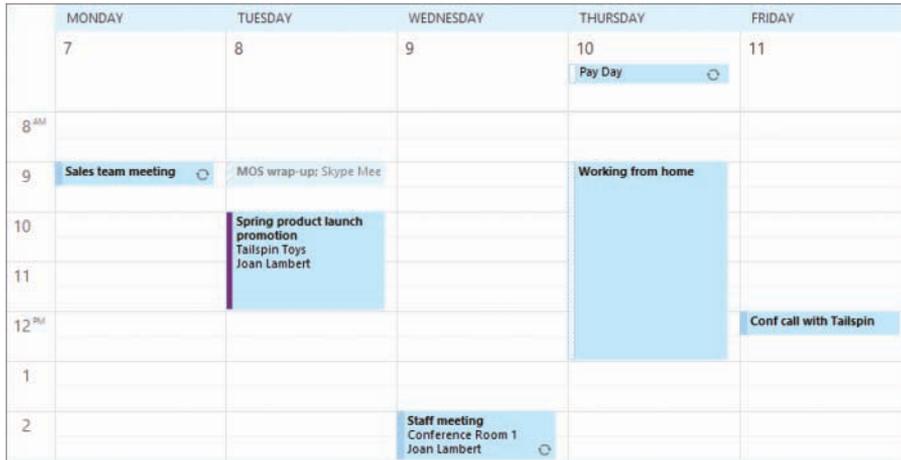
*Meetings are marked as Tentative and details are dimmed until you accept the request*

By default, meeting requests that you send include a standard set of response options. 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, which 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.

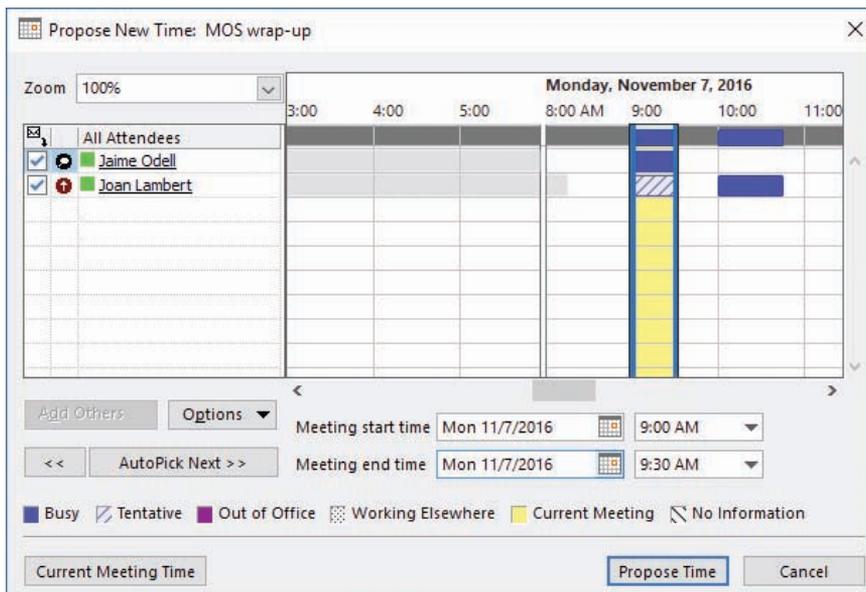
In addition to these, you have the option to reply to the meeting organizer or to all attendees, or to forward the meeting request. When you forward a meeting request for which you are not the organizer, the meeting request is sent from you "on behalf of" the meeting organizer, and responses are sent to the meeting organizer.

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.



Accepted and unaccepted meetings in Work Week view

If you're unsure whether a meeting time works for you, you can click the 'Calendar Preview' link in the meeting request to display your calendar for the time period immediately surrounding the meeting, or you can click the Calendar button at the top of the meeting request to open your default calendar for the suggested meeting day in a separate window. If the meeting time doesn't work for you, you can propose a new time.



You can propose a new meeting time to the meeting organizer

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.

If you are the meeting organizer, you can add an attendee to a meeting at any time. If this is the only change you make to the attendee list, Outlook gives you the option of sending an update only to the new attendee.

You can take notes for any meeting in Microsoft OneNote. If you originate the notes from within the meeting request, the notes are linked to the meeting request and include all the information from the meeting request, in addition to a link back to it. If you store the notes in a shared OneNote notebook, you can make the notes available to other meeting attendees.

### To respond to meeting invitations

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 click **Tentative and Propose New Time** or **Decline and Propose New Time** to open the Propose New Time dialog box.
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 **Propose Time**.
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.

### To forward meeting requests

1. In the meeting window, on the **Meeting** or **Meeting Series** tab, in the **Respond** group, click **Respond**, and then click **Forward**.
2. Enter the recipient's email address and send the meeting request.

### To add meeting participants

1. Display the meeting window and enter new attendees by using any of the previously described methods.
2. To the left of the **To** box, click **Send Update**.
3. In the **Send Update to Attendees** dialog box, click **Send updates only to added or deleted attendees**, and then click **OK**.

### To share meeting notes

1. In the meeting window, on the **Meeting** or **Meeting Series** tab, in the **Meeting Notes** group, click **Meeting Notes**.
2. In the **Meeting Notes** window, click **Share notes with the meeting** or **Take notes on your own**.
3. In the **Choose Notes to Share with Meeting** or **Select Location in OneNote** dialog box, select the OneNote location in which you want to store the meeting notes, and then click **OK**.
4. Record your meeting notes in the OneNote window that opens.

## Objective 3.3 practice tasks

Use the *MOS Budget Meeting* and *MOS Status Meeting* calendar items that you created in the Objective 3.2 practice tasks as practice files for these tasks. Before you begin, alert your two colleagues that you are going to practice updating and canceling meetings.

- Do the following for the *MOS Lunch with Jane* appointment:
  - Set a reminder to appear at 9:30 A.M. on the day of the appointment.
- Do the following for the *MOS Budget Meeting*:
  - Reschedule the meeting to the week after next.
  - Indicate that the meeting is high priority.
  - Send the updated meeting request.
- Ask a colleague to send you a meeting request for a meeting with the subject *MOS Project Meeting*. When the meeting request arrives, do the following:
  - Tentatively accept the meeting and propose that the meeting be held at the same time on the following day.
  - Forward the meeting from your calendar to your other colleague.
  - From the meeting window, create a shared notes page for the meeting in OneNote.
- Do the following for the *MOS Status Meeting*:
  - Add a second colleague as an optional attendee.
  - Send the updated meeting request to only the new attendee.
- Cancel the *MOS Budget Meeting* meetings and send cancellation notices to the attendees.

## Objective 3.4: Create and manage notes and tasks

### Create tasks

If you use your Outlook task list to its fullest potential, you'll frequently add tasks to it. You can create tasks in several ways:

- In the Tasks module, add a task to the task list.
- In other modules, add a task to the Tasks peek.
- Create a new task in the task window.
- Base a task on an existing Outlook item (such as a message).

Just as you can create recurring appointments, events, and meetings, you can create recurring tasks. You can set the task to occur every day, week, month, or year; or you can specify that a new task should be generated a certain amount of time after the last task is complete.



#### *A typical task*

Regardless of how or where you create a task, all tasks are available in the Tasks module and in the Tasks peek. Only individual tasks are available in the Tasks List.

You will frequently need to take action based on information you receive in Outlook—for example, information in a message or meeting request. You can add information from another Outlook item to your task list, to ensure that you complete any necessary follow-up work. Depending on the method you use, you can either create a new task from an existing item or simply transfer the existing item to your task list by flagging it.

---

**Tip** When viewing your calendar in Day, Work Week, or Week view, each item on your Outlook task list appears in the Tasks section below its due date. You can schedule specific time to complete a task by dragging it from the Tasks area to your calendar.

---

### To create a task in the Tasks module

- On the **Home** tab, in the **New** group, click **New Task**. Enter the task details in the task window that opens, and then save and close the task.
- When displaying the To-Do List view of the Tasks module, enter the task description in the **Type a new task** box, and then press **Enter** to create a task with the default settings.
- When displaying the Tasks List view of the Tasks module, enter the task description in the **Click here to add a new Task** box, press **Tab** to move to subsequent fields, fill in other information, and then press **Enter**.

### To create a task in any module

- On the **Home** tab, in the **New** group, in the **New Items** list, click **Task**.
- Press **Ctrl+Shift+K**.
- In the **Tasks** peek, enter the task description in the **Type a new task** box.

### To create a task from an email message, contact record, or note

- Drag the message, contact record, or note to the **Tasks** button on the **Navigation Bar**.

---

**Tip** The task window that opens contains the information from the original item.

---

### To transfer an email message to your task list without creating an individual task

- In the **Mail** pane, click the flag icon to the right of a message.  
This method, referred to as *flagging a message for follow-up*, adds the message to your task lists with the default due date specified in the Quick Click settings, and adds an information bar to the message. However, it does not create a separate task item, so to retain the task, you must retain the message—you can move the message between mail folders, but deleting the message also deletes the task.
- In the **Mail** pane, right-click the flag icon to the right of a message, and then specify a due date: **Today**, **Tomorrow**, **This Week**, **Next Week**, **No Date**, or **Custom** (which allows you to set specific start and end dates).
- Drag the message to the **Tasks** peek and drop it under the heading for the due date you want to assign it to. (If the desired due date doesn't already have a heading in the **Tasks** peek, drop the message under another heading and then assign the due date you want.)

This method also adds the message to your task list but doesn't create a separate task item.

## Manage tasks

To help you organize your tasks, you can assign them to color categories in the same way that you do any other Outlook item.

When you create a task item, the only information you must include is the subject. As with many other types of Outlook items, you can set several options for tasks to make it easier to organize and identify tasks.

- **Start date and due date** You can display tasks on either the start date or the due date in the various Outlook task lists. The color of the task flag indicates the due date.
- **Status** You can track the status of a task to remind yourself of your progress. Specific status options include Not Started, In Progress, Completed, Waiting On Someone Else, or Deferred. You also have the option of indicating what percentage of the task is complete. Setting the percentage complete to 25%, 50%, or 75% sets the task status to In Progress. Setting it to 100% sets the task status to Complete.
- **Priority** Unless you indicate otherwise, a task is created with a Normal priority level. You can set the priority to add a visual indicator of a task's importance. The Low Importance setting displays a blue downward-pointing arrow, and the High Importance setting displays a red exclamation point. You can sort and filter tasks based on their priority.
- **Recurrence** You can set a task to recur on a regular basis; for example, you might create a Payroll task that recurs every month. Only the current instance of a recurring task appears in your task list. When you mark the current task as complete, Outlook creates the next instance of the task.
- **Category** Tasks use the same category list as other Outlook items. You can assign a task to a category to associate it with related items such as messages and appointments.
- **Reminder** You can set a reminder for a task in the same way you do for an appointment. The reminder appears until you dismiss it or mark the task as complete.
- **Privacy** Marking a task as private ensures that other Outlook users to whom you delegate account access can't see the task details.

None of the options are required, but they can be helpful when sorting, filtering, and prioritizing your tasks.

To track tasks to completion, you can update the Status and % Complete settings in the task window.

---

**Tip** You can attach files to tasks, and you can include text, tables, charts, illustrations, hyperlinks, and other content in the task window content pane.

---

You can remove a task from your active task list by marking it as complete, or by deleting it. You can remove a flagged item from the active task list by removing the follow-up flag.

<input checked="" type="checkbox"/>	SUBJECT	DUE DATE	CATEGORIES	
Click here to add a new Task				
<input checked="" type="checkbox"/>	company taxes	Fri 4/1/2016		✓
<input checked="" type="checkbox"/>	Get Trinity's phone working	Fri 4/1/2016	Personal	✓
<input checked="" type="checkbox"/>	Invoice clients (1st-15th)	Sun 10/16/2016	OTSI	✓
<input checked="" type="checkbox"/>	16794 mortgage w/d from bank	Tue 11/1/2016	Financial	✓
<input checked="" type="checkbox"/>	Invoice clients (16th-eom)	Tue 11/1/2016	OTSI	✓
<input type="checkbox"/>	Reserve team dinner venue	Mon 11/7/2016		▶
<input type="checkbox"/>	Send Management Dinner invitations	Wed 11/9/2016		▶
<input type="checkbox"/>	Update OTSI D&B listing	Fri 11/11/2016		▶
<input type="checkbox"/>	Order new brochures	Sat 11/12/2016		▶
<input type="checkbox"/>	Invoice clients (1st-15th)	Wed 11/16/2016	OTSI	▶
<input type="checkbox"/>	16794 mortgage w/d from bank	Thu 12/1/2016	Financial	▶
<input type="checkbox"/>	Invoice clients (16th-eom)	Thu 12/1/2016	OTSI	▶

#### Active and completed tasks

After you mark an instance of a recurring task as complete, Outlook generates a new instance of the task at whatever interval you specified when creating the task.

Removing the flag from a flagged item such as a message or contact record retains the item in its original location but removes it from your task list entirely.

#### To create a recurring task

1. On the **Task** tab of the task window, in the **Recurrence** group, click **Recurrence**.
2. In the **Task Recurrence** dialog box, select the **Recurrence pattern** and **Range of recurrence** options you want, and then click **OK**.

#### To assign a task to a category

- In your **To-Do List** or **Tasks** peek, right-click the category icon to the right of the task subject in the task list, click **Categorize**, and then click the category you want.
- Click the task in your **Tasks List** to select it. On the **Home** tab, in the **Tags** group, click **Categorize**, and then click the category you want.
- On the **Task** tab of the task window, in the **Tags** group, click **Categorize**, and then click the category you want.

#### To assign a due date to a task

- In your **To-Do List** or **Tasks** peek, right-click the flag icon, and then click the due date you want.

#### To mark a task as private

- On the **Task** tab of the task window, in the **Tags** group, click the **Private** button.

### To mark a task as complete

- In the task window, set % **Complete** to **100%**.
- On the **Task** tab of the task window, in the **Manage Task** group, click **Mark Complete**.

### To delete a task

- In your **To-Do List** or **Tasks** peek, right-click the task subject, and then click **Delete**.
- On the **Task** tab of the task window, in the **Actions** group, click **Delete**.
- In the Tasks module, in the **To-Do List** or **Tasks List**, click the flagged item to select it. Then on the **Home** tab, in the **Delete** group, click **Delete**.

### To remove a follow-up flag

- Display the Tasks module, click the flagged item to select it, and then click **Remove from List** in the **Manage Task** group on the **Home** tab.
- Click the flagged item in the **Tasks** peek, and then click **Remove from List** in the **Manage Task** group on the **Task List** tool tab.
- Right-click the flagged item, click **Follow Up**, and then click **Clear Flag**.

## Create and manage notes

In the Notes module, you can create and store text notes about any subject. If your organization uses Exchange Server, the notes are available to you whenever you connect to your account through Outlook, through your Internet browser, or from a mobile device.

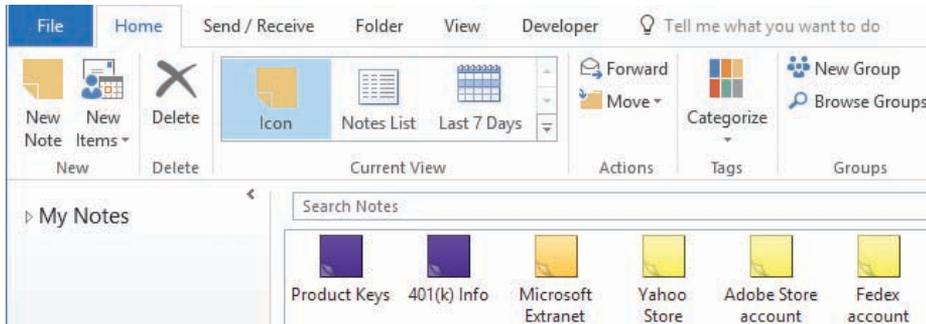
---

**Tip** Outlook Notes support plain text, formatted text, and hyperlinks. You can't format text within a note but you can paste formatted text from a document, message, or other source into a note and retain its formatting.

---

Some functionality of the Notes feature in Outlook 2016 has been modified from that of previous versions, as follows:

- The Notes folder is still available in the Folder List, and the Notes module is available from the Navigation Bar.
- Notes options are not available in the Outlook Options dialog box. You can create new notes, but only with the default color and font settings. (The note color does change to reflect any color categories that you assign to it.)
- Linking from a note to a contact record is no longer possible; however, you can attach a note to a contact record from within the contact record.



*Storing information in the Notes module*

You can view the content of the Notes module in three standard views:

- **Icon view** This view depicts each note as a colored square with a turned up corner, reminiscent of a pad of sticky notes. In Icon view, you can display large icons organized in rows and columns, or small icons organized either in rows or in columns.
- **Notes List view** This list view displays a small icon, the note subject, and up to three lines of note content.
- **Last 7 Days view** This view is identical to Notes List view but displays only notes that have been modified within the last seven days.

In either list view, you can choose from two standard arrangements: Categories and Created Date. As with other list views, you can sort notes by a specific field by clicking the column header for that field, and you can add or remove fields from the list view.

---

**Tip** The first line of text in the note is shown as its subject.

---

You can organize notes by assigning them to color categories. In Icon view, uncategorized notes are depicted in the default color set in the Outlook Options window; categorized notes are depicted in the most recently assigned category color. You can also attach notes to other Outlook items, such as contact records.

### To create notes

- In the Notes module, do either of the following:
  - On the **Home** tab, in the **New** group, click **New Note**.
  - Press **Ctrl+N**.
- In any module, press **Ctrl+Shift+N**.

---

**Tip** In Outlook 2016, Notes are not included on the New Items menu of other modules.

---

### To assign one or more notes to a color category

1. In the **Notes** pane, select the note or notes you want to assign to the same category.
2. On the **Home** tab, in the **Tags** group, click **Categorize** and then, in the list, click the category you want to assign.

### To attach a note to a contact record

1. Open the contact record window.
2. On the **Insert** tab, in the **Include** group, click **Outlook Item**.
3. In the **Insert Item** dialog box, in the **Look in** list, click the **Notes** folder, and then, in the **Items** list, click the note you want to attach.
4. In the **Insert as** area, do one of the following:
  - To insert the note content in the **Notes** pane of the contact record, click **Text only**.
  - To attach the note in the **Notes** pane of the contact record, click **Attachment**.
  - To create a link to the note in the **Notes** pane of the contact record, click **Shortcut**.
5. In the **Insert Item** dialog box, click **OK**.

## Objective 3.4 practice tasks

There are no practice files for these tasks.

- From the To-Do Bar, do the following:
  - Create a task with the subject MOS Dinner Reservations.
  - Flag the task for completion this week.
  - Assign the task to the Management category (or another category you choose).
- Open a new task window, and do the following:
  - Create a task with the subject MOS Send Dinner Invitations.
  - Set a due date of next Tuesday with a reminder at 5:00 P.M.
  - Set the status to Waiting On Someone Else.
- Open the MOS Dinner Reservations task and do the following:
  - Mark the task as private and high priority.
  - Set the task to 25 percent complete.
- Create a new task with the subject MOS Status Report that must be completed on the first Monday of every month for six months.
- In the Notes module, do the following:
  - Create a note that contains your full name.
  - Modify the note content so that only your first name appears as the note subject, and your last name is in the note body.
  - If you haven't already done so, create a color category named MOS. Assign the note to the MOS color category.

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