CHAPTER 1

EDITING MESSAGES

INFOCUS

Most email messages are comprised of text. This is because email messages are used predominantly by people to communicate with each other. Many of the techniques that are used for working with text in word processing applications also apply to email messages in Outlook.

In this session you will:

- ✓ learn how to copy and paste within a message
- ✓ learn how to copy content between email messages
- ✓ learn how to copy information from another source document into a message
- ✓ learn how to delete text from a message
- ✓ learn how to remove an attachment before forwarding a message.

Sample

COPYING TEXT WITHIN A MESSAGE

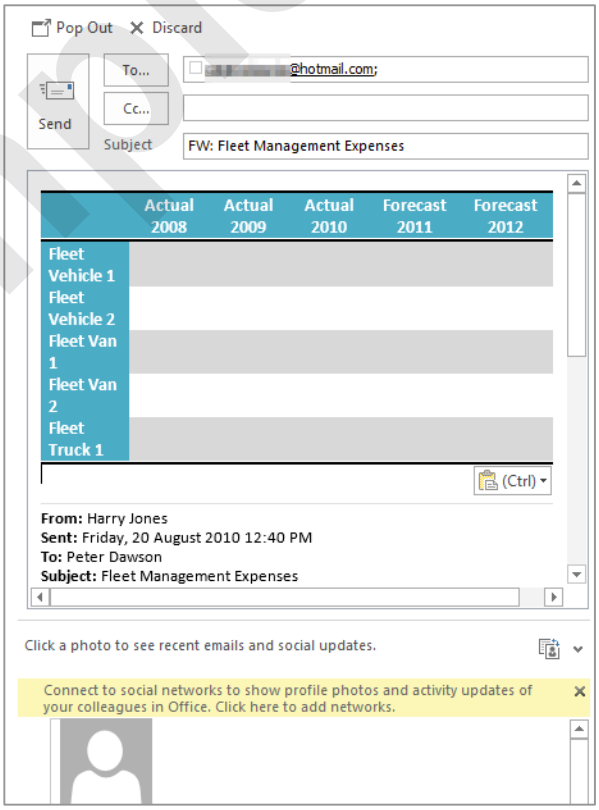
Most email applications have word processing features that conform to standard Windows conventions. In this respect, Microsoft Outlook is no exception. To help perform basic operations such as cutting, copying and pasting, Outlook provides a set of tools on the ***COMPOSE TOOLS***: ***MESSAGE*** tab and the various other contextual tabs available on the ribbon.

Try This Yourself:

Open File *Before starting this exercise you MUST open the file Outlook_13.pst...*

1. Ensure ***Mail*** is selected in the ***Navigation*** bar and that the ***Outlook_13*** file is expanded in the ***Folder*** pane, as shown
2. Select ***Inbox*** in the ***Folder*** pane, then ensure the message from ***Harry Jones*** with the ***Fleet Management Expenses*** subject is selected in the message list
3. Click on ***Forward*** at the top of the ***Reading*** pane to display a new message
4. Address the message to either yourself or one of your colleagues
5. Select the table
6. On the ***COMPOSE TOOLS: MESSAGE*** tab, click on ***Copy*** in the ***Clipboard*** group to copy the table to the clipboard
7. Click in the top part of the email where you want to type your message, then click on the top half of ***Paste*** in the ***Clipboard*** group to paste the table into the message
8. Click on ***Discard*** at the top of the ***Reading*** pane to discard the message

1



7

Sample

For Your Reference…

To ***copy text within*** a ***message***:

1. Select the text to copy, then click on the ***COMPOSE TOOLS: MESSAGE*** tab
2. Click on ***Copy*** in the ***Clipboard*** group
3. Position the insertion point where you want the text inserted, then click on the top half of ***Paste*** in the ***Clipboard*** group

Handy to Know…

- You can use the standard Windows keyboard shortcuts for copying and pasting information in an email message. For example, Ctrl + C will copy a selection to the clipboard and Ctrl + V will paste it.

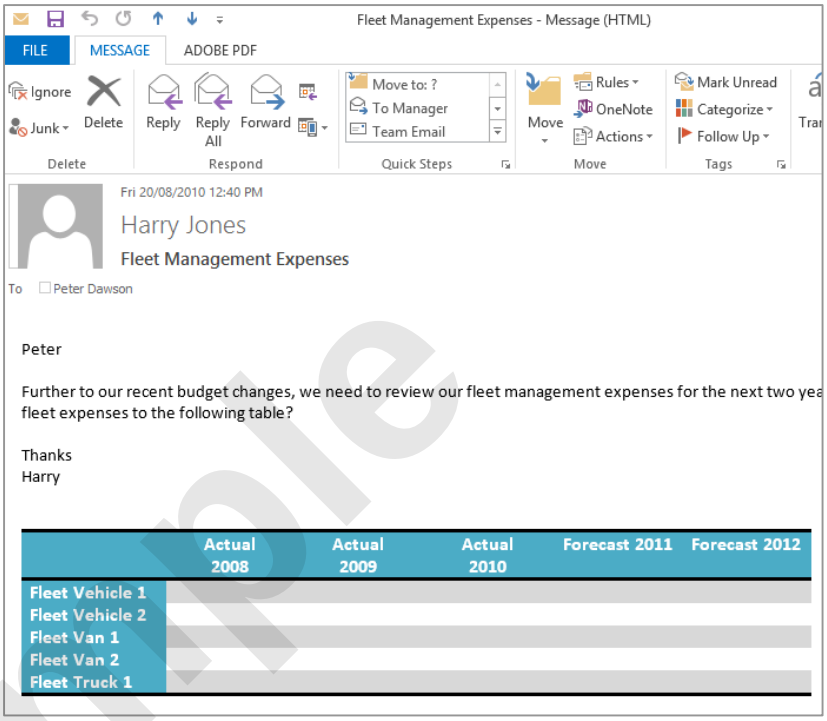
COPYING TEXT BETWEEN MESSAGES

Occasionally, you may find that you want to compose an email message that is very similar to a message you have previously created or received. As long as you haven't deleted the required email or the folder that contains it, you can simply open the email, select and copy the desired information and paste it into the new message.

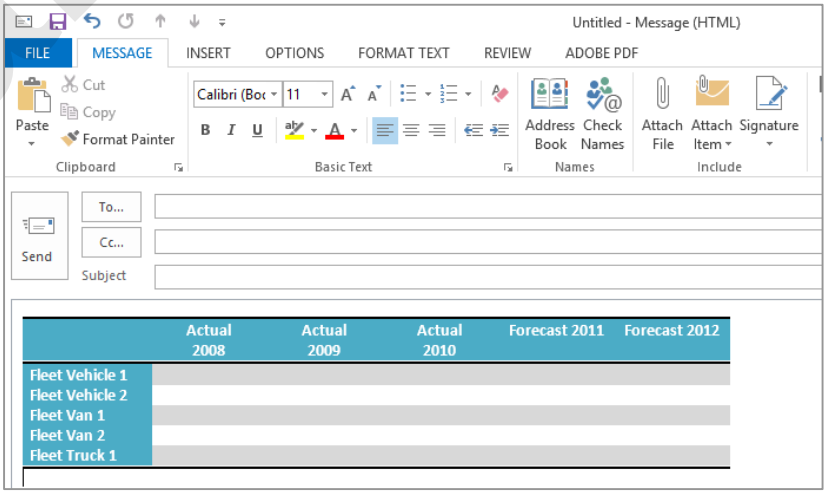
Try This Yourself:

Same File *Continue using the previous file with this exercise, or open the file Outlook_13.pst...*

1. In the message list, double-click on the message from ***Harry Jones*** with the ***Fleet Management Expenses*** subject to open it in a new window, as shown
2. On the ***MESSAGE*** tab, click on ***Actions*** in the ***Move*** group, then select **Edit Message**
3. Select the table
4. Click on the ***FORMAT TEXT*** tab, click on ***Copy*** in the ***Clipboard*** group, then close the message window
5. Click on ***New Email*** in the ***New Items*** group to display a new untitled message in a new window
6. Click in the body of the message, then on the ***MESSAGE*** tab click on the top half of ***Paste*** in the ***Clipboard*** group to paste the table into the message
7. Press Esc, then click on **[Yes]** to close the message and save it in the ***Drafts*** folder



1



6

Sample

For Your Reference…

To ***copy text between messages***:

1. Open a message, click on the ***MESSAGE*** tab, click on ***Actions*** in the ***Move*** group, then select **Edit Message**
2. Select the text, click on ***Copy*** in the ***Clipboard*** group then close the message
3. Open a new message, click on ***Paste***

Handy to Know…

- To move text either within a message or to another message, click on ***Cut*** in the ***Clipboard*** group, position the cursor where you want the text inserted, then click on the top half of ***Paste***.
- The keyboard shortcut for ***Cut*** is Ctrl + X.

COPYING FROM ANOTHER SOURCE

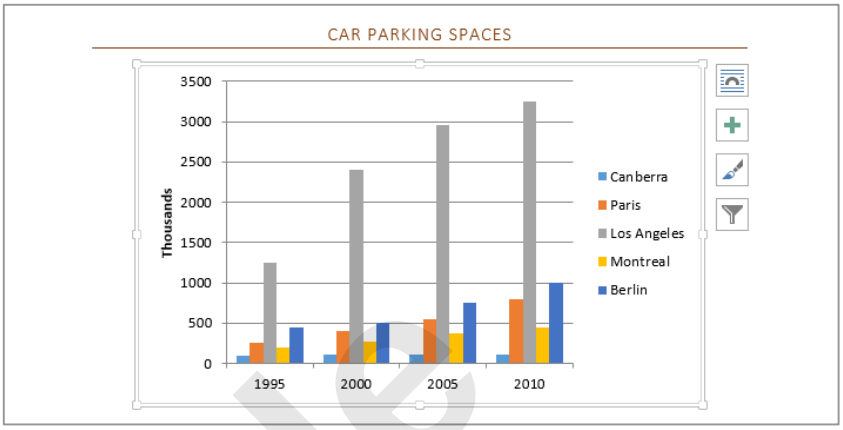
If you have an existing document that contains information you would like to replicate in a message that you're composing, you don't need to retype it. You can open the document in the application that was used to create it and then employ the standard Windows techniques to copy the desired data or text and paste it into the email message.

Try This Yourself:

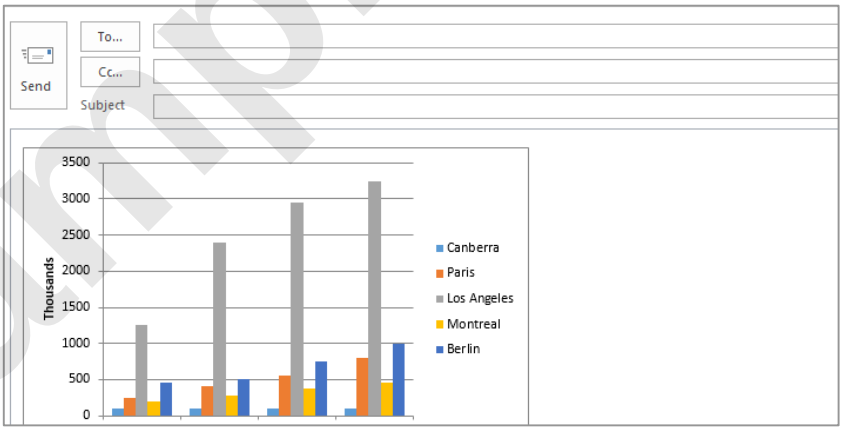
Same File

Before starting this exercise you MUST open the file O1313 Parking_1.docx in Microsoft Word...

1. Navigate to page ***3*** of the Word document, then click on the ***CAR PARKING SPACES*** chart to select it
2. Ensure that the ***HOME*** tab is active, then click on ***Copy*** in the ***Clipboard*** group to copy the chart to the clipboard
3. Close Microsoft Word, clicking on **[Yes]** to keep the information on the clipboard
4. Return to Outlook and create a new message
5. Click in the text area of the message, then on the ***MESSAGE*** tab, click on the top half of ***Paste*** in the ***Clipboard*** group to paste the chart into the message
6. Press Esc and click on **[Yes]** to close the message and save it in the ***Drafts*** folder



1



5

Sample

For Your Reference…

To ***copy data*** from ***another source***:

1. Open the application with the data
2. Click on ***Copy***
3. Open the mail message
4. Position the cursor, then click on the top half of ***Paste*** in the ***Clipboard*** group

Handy to Know…

- You may need to reformat data pasted into an email message that you have copied from another application.

DELETING TEXT

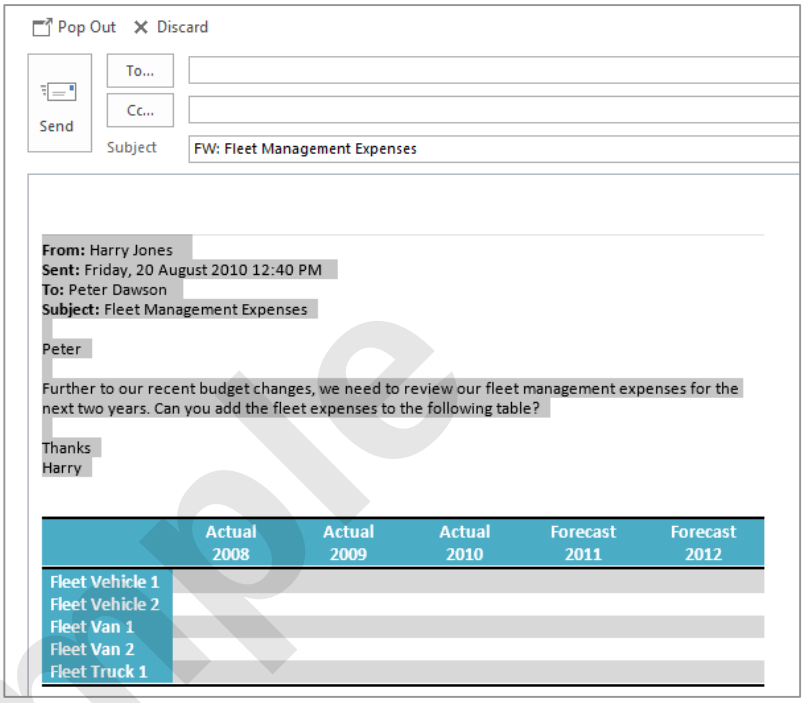
Outlook employs most of the functionality that you find for working with text in a word processing application. You can therefore type, copy, move, and also delete text if it's no longer required. The same techniques for deleting text in a word processing program can be used in an Outlook email message.

Try This Yourself:

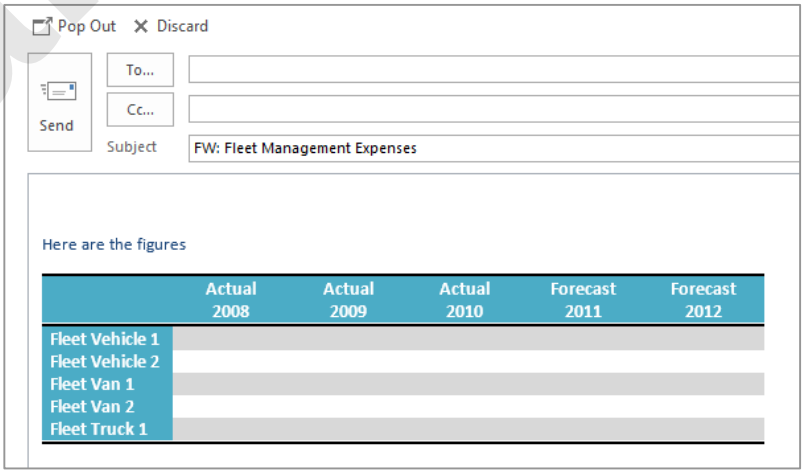
Same File

Continue using the previous file with this exercise, or open the file Outlook_13.pst...

1. In the message list double-click on the email from ***Harry Jones*** with the ***Fleet Management Expenses*** subject
2. Click on ***Forward*** in the ***Respond*** group and address the message to either yourself or one of your colleagues
3. Select the text that appears before the table, as shown
4. Press Del to delete the selected text
5. Type **Here are the figures**
6. Press Esc, then click on **[Yes]** to close the message and save it in the ***Drafts*** folder



3



5

Sample

For Your Reference…

To ***delete text*** in a ***message***:

1. Select the desired text
2. Press Del

Handy to Know…

- If you accidentally delete the wrong text, click on ***Undo*** in the ***Quick Access Toolbar*** to reverse the deletion.

REMOVING AN ATTACHMENT

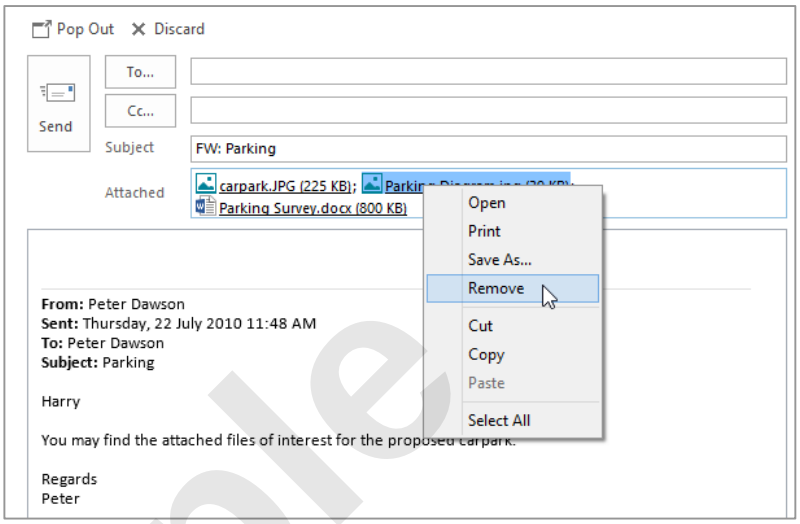
If you receive a message with one or more attachments and then forward it to someone else, the attachments will be included in the forwarded message by default. If the attachments are not relevant to the people to whom you are forwarding the message, you can remove them from the message before forwarding it.

Try This Yourself:

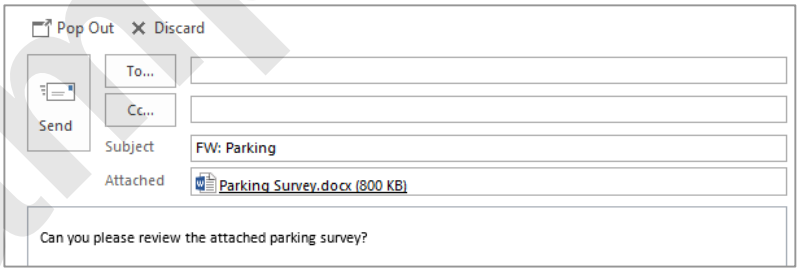
Same File *Continue using the previous file with this exercise, or open the file Outlook_13.pst...*

1. In the message list, double click on the message from ***Peter Dawson*** with the ***Parking*** subject
2. Click on ***Forward*** in the ***Respond*** group, then address the message to either yourself or one of your colleagues
3. Right-click on the ***Parking Diagram.jpg*** attachment in the message header and select **Remove**, as shown

   The attachment file will disappear from the Attached box...
4. Repeat step ***3*** to delete the ***carpark.jpg*** attachment
5. Select all of the text in the message, press Del, then type **Can you please review the attached parking survey?**
6. Press Esc, then click on **[Yes]** to close the message and save it in the ***Drafts*** folder



3



5

Sample

For Your Reference…

To ***remove*** an ***attachment*** from a ***message***:

1. Open the message with the attachment
2. Right-click on the attachment
3. Select **Remove**

Handy to Know…

- You can remove an attachment from an open message by highlighting the attachment file's name and pressing Del.

CHAPTER 2

INFOCUS

ORGANISING MESSAGES

Outlook provides a number of tools and features for organising your email messages. For example, you can delete messages and move and copy messages to your own custom mail folders. You can also use quick styles to perform multiple step functions on your messages with a single click, plus more.

Sample

In this session you will:

- ✓ learn how to create a mail folder
- ✓ learn how to move messages into other mail folders
- ✓ learn how to copy messages between folders
- ✓ learn how to delete messages
- ✓ learn how to recover messages from the ***Deleted Items*** folder
- ✓ learn how to clean up conversations
- ✓ learn how to work with the ***Favourites*** folder list
- ✓ learn how to delete message folders
- ✓ learn how to recover deleted folders
- ✓ learn how to empty the ***Deleted Items*** folder
- ✓ gain an understanding of quick steps
- ✓ learn how to customise default quick steps
- ✓ learn how to create a new quick step
- ✓ learn how to use quick steps
- ✓ learn how to archive messages
- ✓ learn how to recover archived messages.

CREATING A MESSAGE FOLDER

A message folder is a repository for mail messages. There are a number of standard message folders in the mailbox including the ***Inbox***, ***Outbox***, ***Sent Items***, ***Deleted Items***, and so on. You can create additional message folders to store your messages. For example, if you are involved in several projects, you could create a folder for each project to store messages.

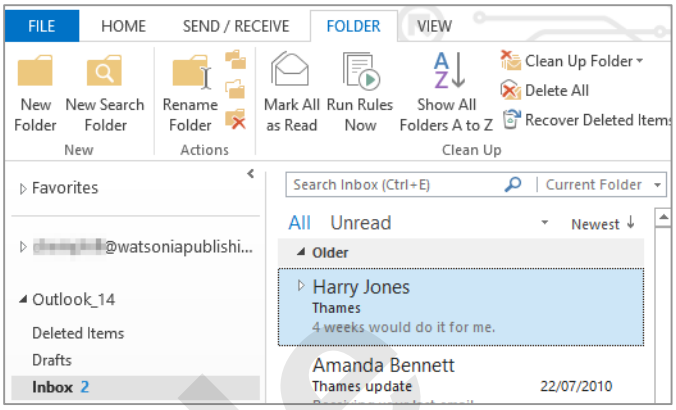
Try This Yourself:

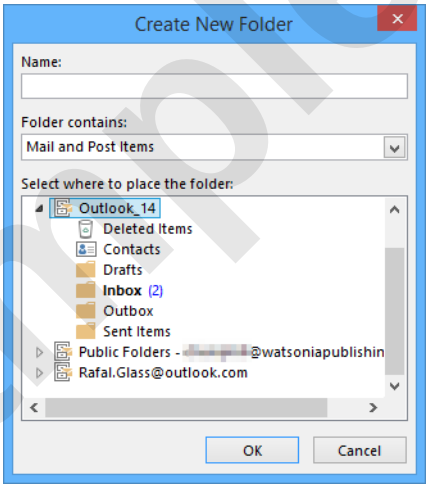
Open File *Before starting this exercise you MUST open the file Outlook_14.pst...*

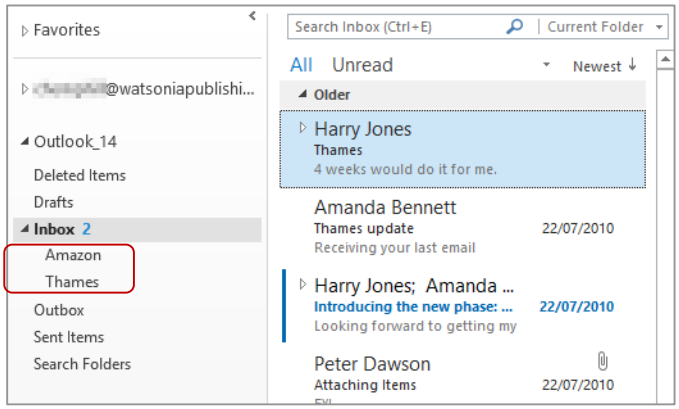
1. In the ***Folder*** pane, click on ***Inbox*** under ***Outlook_14.pst***

   Let's create two new folders for the Amazon and Thames projects…

2. Click on the ***FOLDER*** tab to see the commands you can use with Outlook folders
3. Click on ***New Folder*** in the ***New*** group to open the ***Create New Folder*** dialog box
4. Type **Thames** in ***Name***, then ensure that ***Inbox*** is selected under ***Outlook_14*** in ***Select where to place the folder***
5. Click on **[OK]** to add the new folder under ***Inbox***
6. Repeat steps ***2*** to ***5*** to create a new folder called ***Amazon*** in the ***Inbox***







For Your Reference…

To ***create*** a ***new message folder***:

1. Click on the ***FOLDER*** tab, then click on ***New Folder*** in the ***New*** group
2. Type the name of the new folder and choose where to place the folder
3. Click on **[OK]**

Handy to Know…

- You can also create a new mail folder by right-clicking on an existing folder in the ***Folder*** pane and selecting **New Folder**.

Sample

MOVING MESSAGES

Outlook lets you easily move messages between folders – such as new folders that you have created or existing ones. There are several ways to move messages from one folder to another.

Here we will show you how to use the ***Move*** command on the ribbon as it allows you to move messages easily into folders anywhere in your Outlook system.

Try This Yourself:

Same File *Continue using the previous file with this exercise, or open the file Outlook_14.pst...*

1. Ensure that ***conversations*** is enabled, then click on the ***HOME*** tab

   You can enable conversations by clicking on the VIEW tab and selecting Show as Conversations in the Messages group…

2. Under ***Outlook_14***, click on ***Inbox***, then click on the ***Thames*** conversation

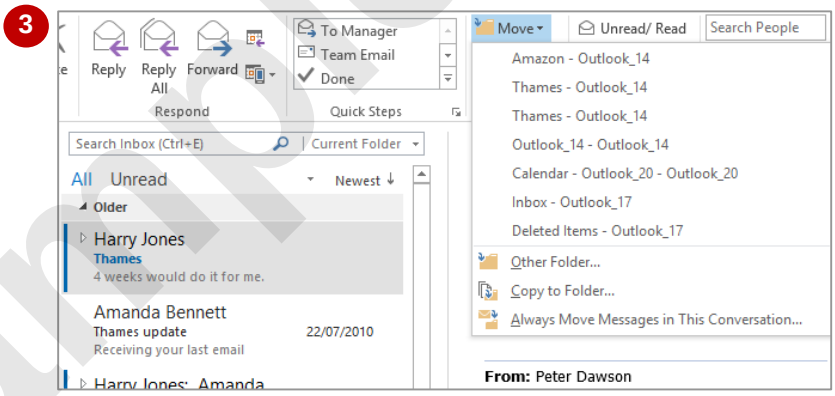
   This is the Email from Harry Jones with the Subject: Thames…

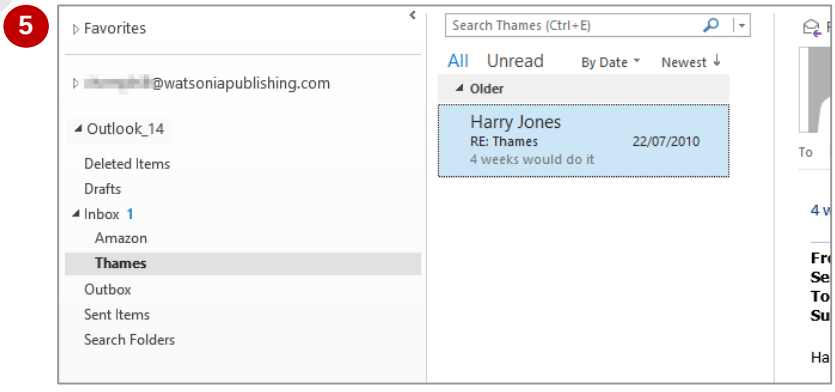
3. Click on ***Move*** in the ***Move*** group, as shown, to display a list of folders that you have visited recently

   Your list may be different to the one shown…

4. Click on ***Thames – Outlook_14*** to move the message to this folder

5. Click on ***Thames*** in the ***Folder*** pane to see the message in this folder





Sample

For Your Reference…

To ***move messages***:

1. Select the messages to move
2. Click on the ***HOME*** tab, then click on ***Move*** in the ***Move*** group
3. Click on the desired folder

Handy to Know…

- You can drag messages between folders in the message list and from a folder to a folder icon in the ***Folder*** pane.
- You can drag and drop folders to new locations in the same way that you can drag and drop mail messages. Any items within a moved folder will move with the folder.

COPYING MESSAGES

If you want to place a copy of a message in more than one location, Outlook allows you to copy messages between folders. And just like many other functions, there is more than one way in which you can perform this feat. You can use the ribbon, drag and drop, or the keyboard shortcut combination – Ctrl + C and Ctrl + V.

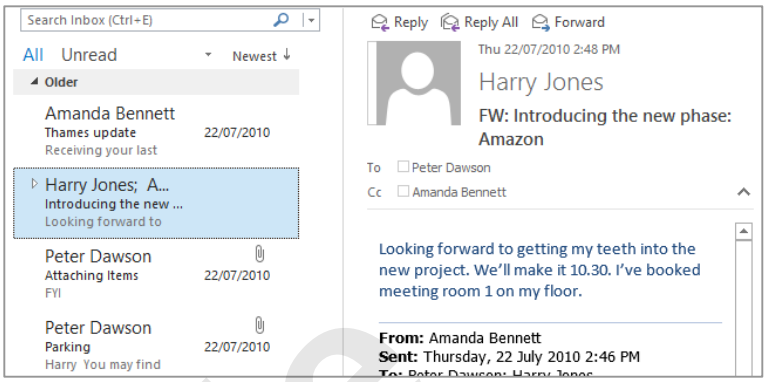
Try This Yourself:

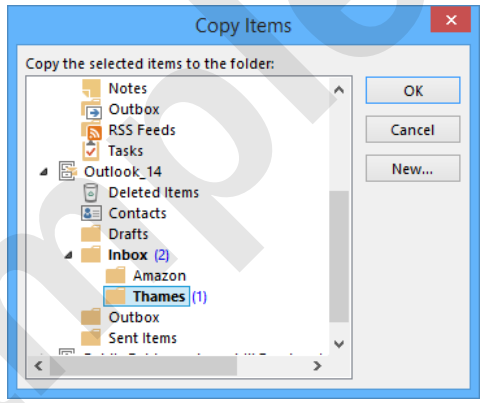
Same File

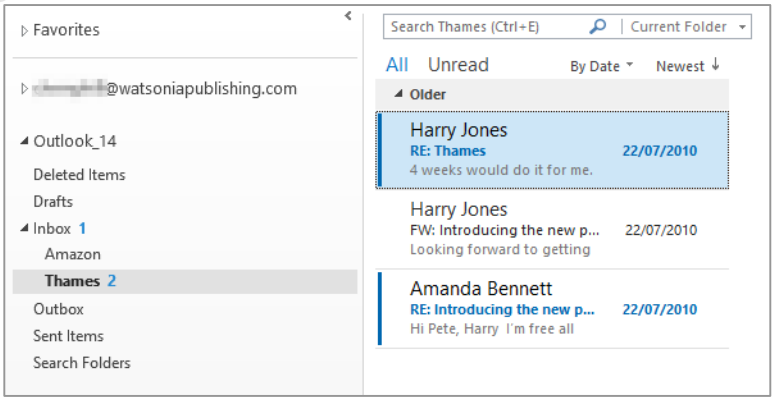
Continue using the previous file with this exercise, or open the file Outlook_14.pst...

1. Under ***Outlook_14***, click on ***Inbox***, then click on the ***Introducing the new phase*** conversation
2. On the ***HOME*** tab, click on ***Move*** in the ***Move*** group, then select **Copy to Folder** to open the ***Copy Items*** dialog box
3. Ensure that ***Thames*** is selected under ***Inbox***, then click on **[OK]**

   Because this is a conversation, a message may display…
4. Click on **[OK]** to copy the conversation to the folder
5. Click on ***Thames*** in the ***Folder*** pane to see the messages in the message list







Sample

For Your Reference…

To ***copy messages***:

1. Select the messages
2. Click on ***Move*** in the ***Move*** group, then select **Copy to Folder**
3. Click on the name of the destination folder, then click on [OK]

Handy to Know…

- You can copy messages between folders using the drag and drop method. To do this, select the messages to be copied in the message list, and then press Ctrl while you drag them to a new folder in the ***Folder*** pane.

DELETING MESSAGES

It is good housekeeping practice to purge your folders of unwanted messages. You can do this by ***deleting*** them. Deleting messages works a little like the ***Recycle Bin*** in Windows – when you delete a message, or in fact anything in Outlook, the deleted item is moved into a special ***Deleted Items*** folder rather than being actually deleted.

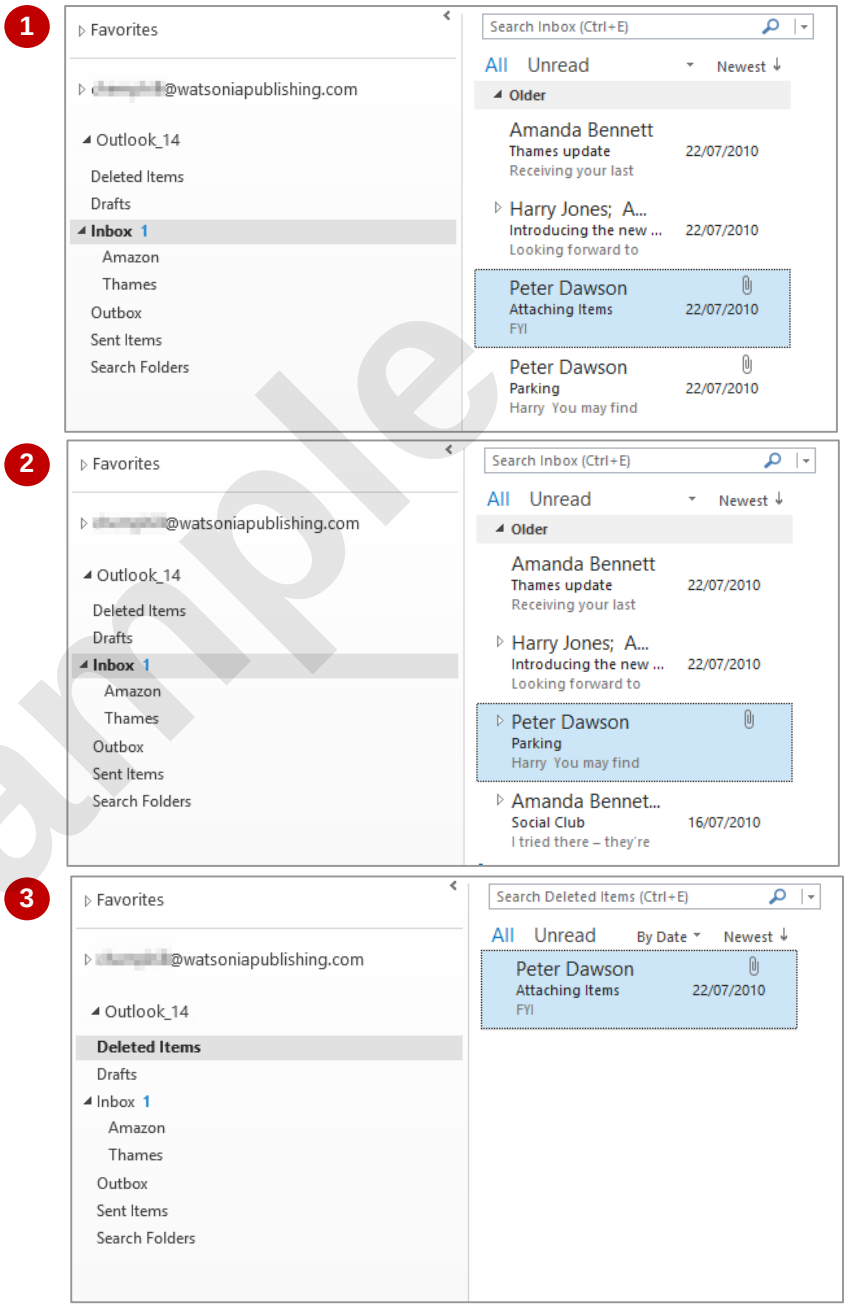
Try This Yourself:

Same File

Continue using the previous file with this exercise...

1. Under ***Outlook_14***, click on ***Inbox***, then click on the ***Attaching Items*** message in the message list
2. On the ***HOME*** tab, click on ***Delete*** in the ***Delete*** group

   The message will be deleted from the Inbox...
3. In the ***Folder*** pane under ***Outlook_14***, click on ***Deleted Items*** to see the deleted message



Sample

For Your Reference…

To ***delete*** a ***message***:

1. Select the messages you wish to delete in the message list
2. Click on the ***HOME*** tab, then click on ***Delete*** in the ***Delete*** group

Handy to Know…

- If you delete items from the ***Deleted Items*** folder, they will be permanently removed from Outlook.
- You can permanently delete a selected message from any folder by pressing Shift + Del. A message asking you to confirm your intention will appear.

RECOVERING DELETED MESSAGES

When you delete a message from all folders except ***Deleted Items***, they will be automatically removed from the folder and added to the ***Deleted Items*** folder. If you change your mind or if you realise that you deleted the wrong message, you can recover a message from ***Deleted Items*** and move it back to the original folder.

Try This Yourself:

Same File *Continue using the previous file with this exercise...*

1. In the ***Folder*** pane ensure ***Deleted Items*** is selected, then click on the ***Attaching Items*** message in the message list to select it

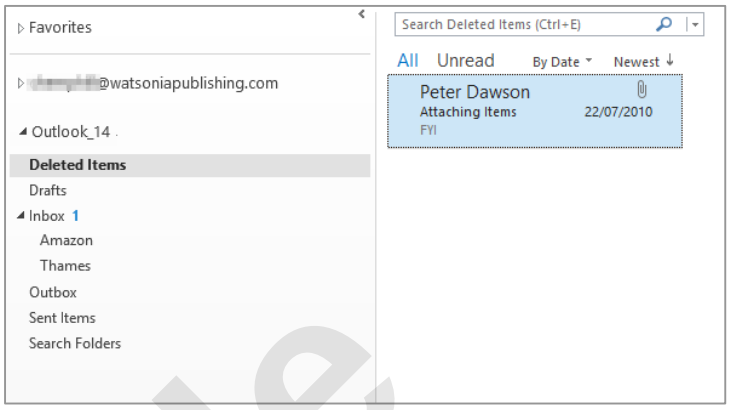
   Let's return this message to the Inbox...

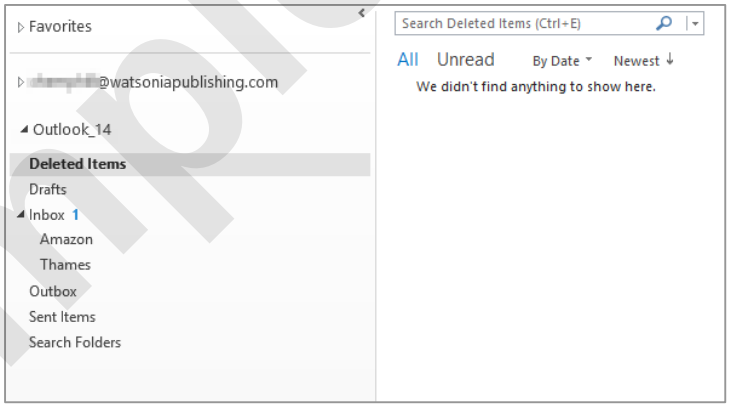
2. Right-click on the ***Attaching Items*** message and point to **Move** then select **Inbox – Outlook_14**

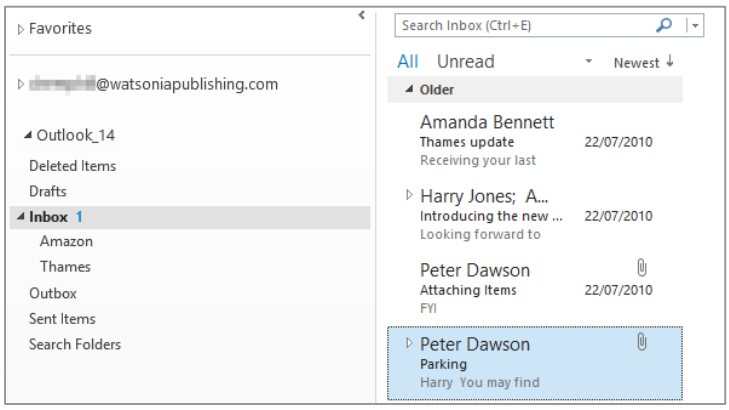
   If Inbox – Outlook_14 isn't listed, click on Other Folder, select Inbox under Outlook_14 and click on [OK].

   The message will disappear from the Deleted Items folder...

3. In the ***Folder*** pane, click on ***Inbox*** to ensure the message has reappeared again in the message list







For Your Reference…

To ***recover deleted messages***:

1. Click on ***Deleted Items*** in the ***Folder*** pane
2. Select the required messages in the message list
2. Right-click on a selected message and select **Move** > *folder name*

Handy to Know…

- You can delete or recover multiple messages simultaneously. To do this, click on the first message, then press Ctrl and click on the desired messages. Press Del to delete them or right-click on them and select **Move** > *folder name* to recover deleted messages.

Sample