The Interface

The Ribbon
This replaces the dropdown menus in 2003 and older versions of Outlook. Click on a Tab at top of the screen to access more features and options.

Shortcuts
Here you can get a quick look at your Calendar and Tasks you’ve created.

Email & Preview Pane
All of your email. Click on a folder or other icon to see email stored in a folder, the trash, sent items, etc. Click on an email to see it in the Preview Pane. Double-click on an email to open it.

Navigation Pane
Favorite folders are displayed at the top of the pane. The center area displays all active folders. In the bottom area of the pane, click a button to choose what you want to view: Mail, Calendar, Contacts, etc.

Tabs

Sections

Top Pane

Middle Pane

Bottom Pane
Create a New Email Message

1. In Mail, on the Home Tab, in the New section, click New E-mail.

2. Enter the recipients' email addresses or names in the To, Cc, or Bcc box (To, Cc, and Bcc boxes: A message is sent to the recipients in the To box. Recipients in the Cc (carbon copy) and Bcc (blind carbon copy) boxes also get the message; however, the names of the recipients in the Bcc box aren't visible to other recipients.). Separate multiple recipients with a semicolon.

   CCSF Employees are listed in the Address Book. To select recipients' names from a list in the Address Book, click the To, Cc, or Bcc button, then click on the names you want.

3. Type your message.

4. If you want to change the priority of your message, request a delivery or read receipt, schedule delivery, or other send options, click the “Tag” open dialogue box button to see various options. See page 4 for more Email options.
Create Folders to Store Your Emails:

1. Right-mouse click on your inbox.

2. Click on New Folder

3. Give your new folder a name and click OK.

4. To move your emails into your new folder, **Drag** the email you want to store in the folder to the folder. For multiple emails, click the first email, then press the **Ctrl** button on your keyboard while you also click the other emails you want. Then drag the entire section to the folder.
Email Delivery Options

Increase or Lower Email Priority

1. Once you’ve typed your new email, you may want various delivery option applied to it. On your email message screen, on the Message Tab, under the “Tags” section, you will see options to make your email a high or low priority.

Read/Delivery Receipt

1. To request confirmation that your recipient had received or read your email, click on the Options Tab at the top of the “Message” screen.

As mentioned on page 2, you can always click the little Open Dialogue Box button in the “Tracking” section to select these above-mentioned options, as well as additional options, such as mail delivery priorities, request delivery or read receipt, and more.
Email Reply, Forward & Delete

Reply & Forward Emails

1. If your email is in your inbox, but unopened, you can simply click once to highlight it, then click one of the Reply/Forward options on the Home Tab.

You can also open the email and find the same options at the top on the Message Tab.

Delete Emails

1. To delete an email, click once to highlight the message in your Inbox (or, double-click to open it), and click the Delete button. This will move your message to the “Trash” folder, which you can later permanently delete.
**Email Attachments**

Add an Attachment to an Email

1. Start by creating a message (or, for an existing message, **click** **Reply**, **Reply All**, or **Forward**.

2. In the message window, on the **Message** Tab, in the “Include” section, **click** **Attach File**.

3. Browse to, then **click** on the file that you want to attach, and **click** **Insert**.

You can also attach files by using the commands on the **Insert** Tab in the “Include” section (see page 7 for more information), or **drag** files directly from folders on your computer and **drop** them in your email message.
Other Types of Attachments

In addition to attaching a file to an email, you can also include other items such as a Table, Add a picture or a hyperlink to a website, or other item.

1. In the email message you are sending, click on the Insert Tab, then choose the type of item you want to insert, for example “Clip Art”.

2. On the next pop-up screen, either create the item you want to attach, navigate to a picture, or enter the URL.

For the example of inserting Clip Art, type in the name of the kind of art you want to include in your email, click Go, then double-click on the art to include it in your email.

Open and Save Attachments

1. To open an attachment in an email that you receive, first double-click on the email message to open it.

2. Next, right-mouse click on the attachment you want to open, and choose one of the options presented.

Once you click on the attachment, the Attachments Tab will open on your Outlook Ribbon. Use the options on this Ribbon to preview, open, save or delete the attachment.
Email Signature

Your signature can automatically be added to outgoing messages.

1. Start by creating a new message (see page 2 for more information on how to create a new Email message.

2. On the Message Tab, in the “Include” section, click Signature, and then click Signatures.

3. On the E-mail Signature Tab, click New.

4. Type a name for the signature, and then click OK.

5. In the Edit signature box, type the text that you want to include in the signature. You can format your signature by selecting the text, and then use the style and formatting buttons to select the options that you want.
Introduction to Outlook Workshop:

If you have never attended one of ITS’ Introduction to Outlook workshops, you can sign up for one of the workshops at www.ccsf.edu/td homepage and clicking CCSF’s New Email System Training page. On the next page, you will see a link to register for one of our many workshops. Workshops are offered both in morning and afternoon on a variety of days and at several CCSF campuses. We are unable to accommodate the many requests for individual tutoring, so if you cannot make it to one of the workshops, check out some of the options below.

Outlook Help Drop-in:

Visit the www.ccsf.edu/td website for information about Drop-in Help sessions. We usually schedule drop-in sessions between morning and afternoon structured workshops.

Learn at Your Own Pace:

On the CCSF’s New Email System Training website (www.ccsf.edu/td/newemail) you will find several documents and short tutorial videos from Microsoft to help you learn how to use the new email system.

Email or Call:

For technical issues and questions (such as lost passwords, email not arriving, etc.), call the CCSF HelpDesk at 3097.