

What's New and What's Improved in Outlook 2007



Unlike its counterparts in the Office suite, Outlook 2007 isn't just a single-purposed tool like, for example, Microsoft Word or Microsoft Excel; instead, it is a conglomeration of functionality designed to help you manage all aspects of your daily life.

This chapter provides the following information:

- An introduction to Outlook 2007
- A look at the new features included in this version of the product
- The system requirements for installing Outlook 2007
- A tour around the new interface
- How to subscribe to RSS feeds
- How to set up your POP3 account with an ISP
- How to send and receive email using Outlook 2007
- A list of the most commonly used keyboard shortcuts

Aside from the obvious function of acting as your email client and connecting to an Internet service provider (ISP) or corporate Exchange Server machine, Outlook can assist in managing and making sense of large quantities of information (of which we all have an increasing amount) using a clever color categorization system. With these color categories, it's possible to visually assess large quantities of information in your inbox for items that have a common theme, saving you time and ultimately money. The enhanced calendaring facility allows you to better organize your daily schedules, set up meetings with colleagues (online or offline), and keep tabs on where your team is, as well as synchronize easily with portable devices so you can take your information and schedule with you when you're on the move. Outlook 2007 improves on previous versions of the calendar by making sharing items much easier both on a local scale and across the Internet through Office Online.

So, what exactly can Outlook do for you? The following list summarizes the main capabilities Outlook brings to your desktop:

- Record contact information in a digital address book, where you can store dozens of pieces of information (including photographs) about your contacts, as shown in Figure 1-1.



Figure 1-1. Store a plethora of information about your contacts, including a digital photograph.

- Manage your time using the calendaring feature, which allows you to book meetings, invite others to collaborate with you, and see at a glance where you are supposed to be over the course of a day, week, or month.
- Schedule your work with the comprehensive task management system, which allows you to instantly assign tasks to your schedule from emails, from calendar items, or from simple Outlook notes. Task tracking using the new To-Do Bar shown in Figure 1-2 allows you to instantly prioritize your day's work and streamline the way you operate.
- Record instantly your thoughts using Outlook notes, whereby small snippets of information are recorded in free form that can later become the basis of tasks, email, or calendar appointments.
- Send and receive emails either through your corporate email system or through an ISP via the Internet.

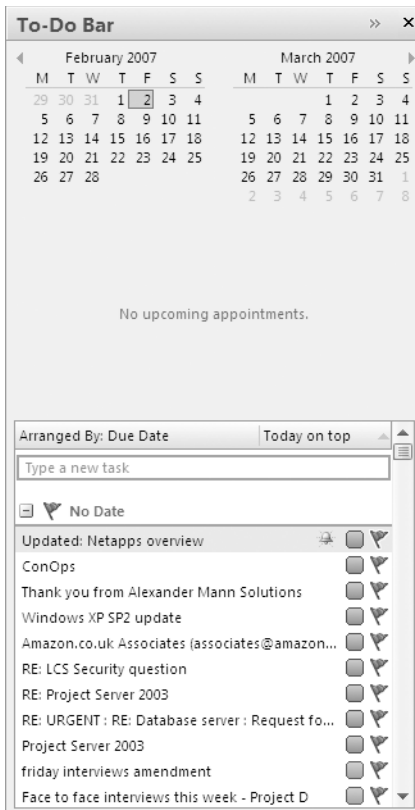


Figure 1-2. The To-Do Bar makes information immediately available on the desktop.

What's New in Outlook 2007

The three most striking new features that have arrived with Outlook 2007 are instant search, the To-Do Bar, and attachment previewing. Aside from these new features, you'll also see many improvements in the features you've come to recognize as part of Outlook. Color categories, for example, replace the old Master Category List with a much simplified yet highly effective color-coding system for grouping any related items within your information store.

Instant search is an extremely fast way of searching through your inbox; a simple search string starts building up the results of your query as soon as you start to type. Instant search leverages the underlying Windows Desktop Search technology built into Windows Vista; if you are a Windows XP user, you can download the Windows Desktop Search add-in from <http://www.microsoft.com/windows/desktopsearch>.

The To-Do Bar offers you an immediate view of your day's activities, displaying your calendar, task list, and any up-and-coming appointments you might have scheduled. By default, the To-Do Bar is on the right side of the main Outlook screen, and it gives you access to this information at all times when you are using Outlook. This saves you from having to switch to the Calendar view or Task view to see what's coming up.

The attachment previewer is probably one of the least publicized yet most powerful features included in this version of Outlook. By using the attachment previewer, you can click a message attachment within the Preview pane, and then, as long as there is an attachment previewer installed for that file type (more and more are being developed all the time), you will see the attachment inside the Preview pane without having to separately open it. Also, if you receive an email message that has another email message as an attachment, by clicking the attachment you will immediately see the content in the Preview pane. This all happens within the bounds of the single Preview pane without cluttering up your desktop while each attachment is opened separately. Another great feature of using the attachment previewer is that some of the more insidious content types, such as scripts, macros, and ActiveX, will not work. To use scripts and code, you will need to use the parent application that created the attachment where you can have greater control over what that content might be able to do.

NOTE By default, Outlook provides preview support for the entire Office suite of applications, meaning you can preview files created in Word, PowerPoint, Excel, and Visio. Third-party developers will also be developing previewers for their own products, and these will be available on Microsoft's website. If you try to preview an attachment that does not have a previewer installed—for example, if you try to view a PDF document—Outlook will prompt you to go online, where you can browse to see whether one is available. If you click Browse for Previewers Online, Internet Explorer fires up and automatically instigates a search for that file type's previewer.

Another great enhancement to functionality is the upgraded integration of follow-up flags with the To-Do Bar. Anything you flag for follow-up will immediately appear in the To-Do Bar task list, henceforth remaining apparent on the desktop until you remove the flag. The To-Do Bar task list also contains tasks you have specifically created as part of your daily work profile (ones to which you have assigned a particular start and end date). This consolidation helps you store different types of information as tasks (some come as email and some come from meetings) but lets you treat them all with the same level of importance.

Much greater integration of Outlook 2007 with server solutions allow, for example, Exchange Server to assist you better in meeting planning, such as by offering the best time for all required attendees to attend a meeting; in addition, SharePoint Server can synchronize team calendars, task lists, and discussion boards to allow your personal desktop system to be leveraged as a collaborative tool within the context of a SharePoint site.

Really Simple Syndication (RSS) feeds are becoming more widespread with the increasing popularity of blogging; these feeds are XML-based web pages that are updated when a new blog post is submitted to a site. An RSS feed reader will parse the XML on each of the websites you subscribe to and make available all the latest posts. Outlook leverages this RSS technology, allowing you to subscribe to RSS feeds through the Navigation Pane. We cover subscribing to an RSS feed later in this chapter.

In addition, the calendar has been improved significantly to help you better share and collaborate with others. It's possible to send a snapshot of your calendar to co-workers, who can then view it using a web browser. If you prefer to share a calendar with remote users, you can subscribe to an Internet calendar service and synchronize appointments to a central Internet server. Anyone with Internet access can be authorized to participate.

NOTE Microsoft provides its own Internet calendar service on Office Online. For more details of the services available, take a look at <http://office.microsoft.com>. You will need to create a Windows Live ID account in order to use the Office Online services.

The security enhancements in Outlook 2007 make it undoubtedly the most robust and threat-resistant email client on the market. Using the new Trust Center (a centralized interface for managing security settings), you can easily manage your macros, privacy settings, Outlook add-ins, and attachments.

Outlook also includes an update to the junk email filter, which makes sorting out unwanted emails much more reliable than before, and a new digital postmarking feature, which provides a digital stamp on all emails created in Outlook 2007 that marks them as legitimate before being sent. This postmark exploits the fact that spammers send bulk email programmatically from an email client; if they tried to do this using Outlook 2007, their computer would be so significantly slowed down because of the vast number of digital postmarks it had to generate that the spammer would be put out of business. If an Outlook 2007 client receives an email with an attached postmark, it can be assumed the message originated from someone who is not a spammer, so it can be automatically delivered to the inbox rather than the junk email folder.

Finally, look out for Outlook gadgets available to plug into your Windows Vista Sidebar. These fantastic, yet really simple, add-ins for Vista allow you to have To-Do Bar-style functionality available on your desktop even when Outlook is minimized. To get Outlook gadgets for Vista, visit <http://gallery.microsoft.com>.

Outlook System Requirements

Outlook 2007 might come as part of the Microsoft Office suite, but it has its own publicized set of system requirements pertinent to running its myriad features. Table 1-1 shows the minimum requirements laid out by Microsoft for running

Outlook 2007; you should consider these requirements the minimum requirements and not the requirements for Outlook running at peak performance. A better processor and more memory will always act to your advantage.

Table 1-1. Minimum Hardware and Software Requirements for Running Outlook 2007

System Component	Minimum Requirement
CPU	500MHz
Memory	256MB (more like 1GB if you are running Vista)
Hard disk	1.5GB
Optical drive	CD-ROM
Display	1024X768-resolution monitor
Operating system	Windows XP with Service Pack 2 and Windows Desktop Search 3.0
Browser	Internet Explorer 6.0

Exploring the New Interface

In truth, the new interface for Outlook 2007 is not significantly different from that of Outlook 2003, especially when you consider the vastly different approach taken in other products such as Word 2007 with the new Ribbon. However, the layout of the interface has changed a little, and you should note a few additions before you start using Outlook.

First, positioned on the right side of the screen is the To-Do Bar. You can switch it, using the View menu, to Normal, Minimized, or Off, and you can configure exactly how much information appears on the screen. You can also minimize or display the To-Do Bar using the chevrons at the top of the window. These chevrons also appear on the Navigation Pane on the left side of the screen and do a similar job, minimizing or displaying it as required.

Second, instant search is available in the main Outlook window next to the currently selected folder name. You can simply start typing your query in this text entry field to obtain a set of results. The search results will appear in the main window, and the folder name is augmented with (*Search Results*).

Next, the calendar looks a lot nicer than before (although this is subtle) and, more important, gives you immediate access to tasks at the bottom of the screen, as shown in Figure 1-3.

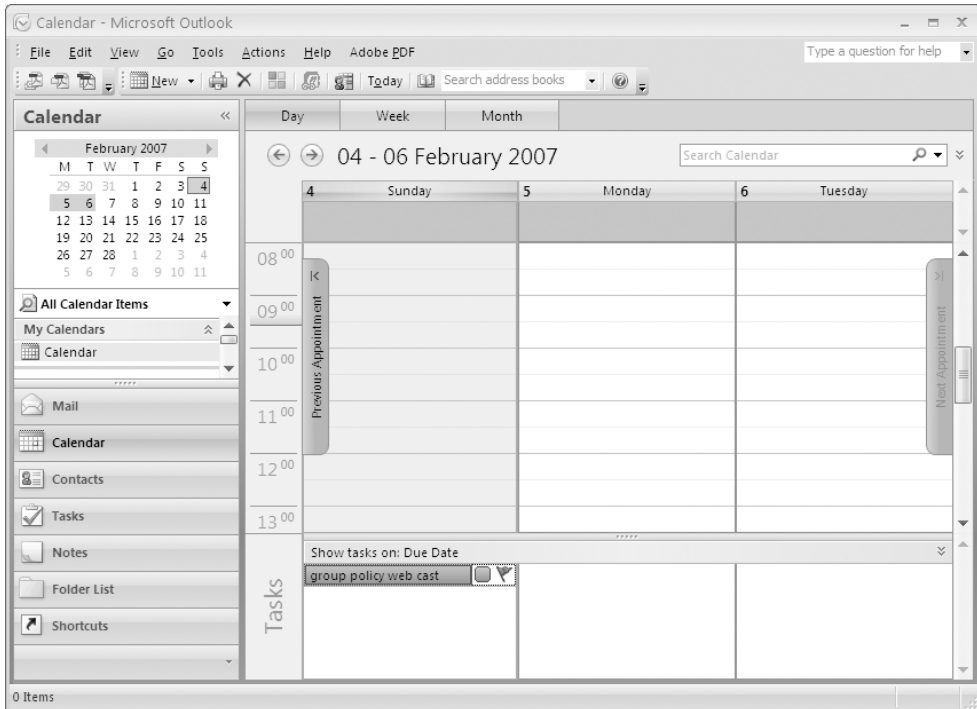


Figure 1-3. The calendar is more aesthetically pleasing with a Tasks pane below the main window.

You'll notice when you try to compose a new email that you are using Word as your editor. The features of Outlook have been represented on the Word Ribbon bar, as shown in Figure 1-4, so you will use the Ribbon as you would if you were writing a document in Word, but you now have immediate access to business cards, attachments, digital signatures, and your address book.

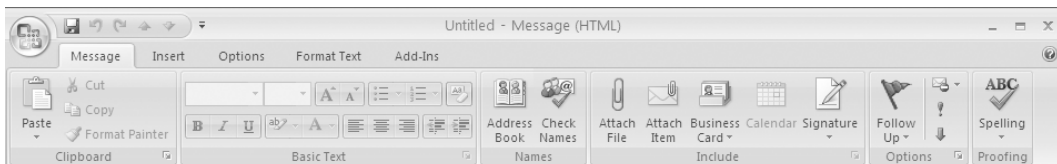


Figure 1-4. The Word Ribbon is used when you create a new message.

With the introduction of Business Card view for contacts, you get yet another way of displaying information about your colleagues, friends, and associates. However, this is a big improvement since the way the information is exposed looks very much like physical business cards, with space for a digital image. This allows you to add a photograph of the contact or maybe a digital image of the contact's corporate logo.

The Tasks interface has also had a makeover, augmented now with the facility to manage your to-do list. This information is immediately transferred to the To-Do Bar to make it available at all times.

Subscribing to RSS Feeds

RSS feeds are a way for content publishers (such as bloggers) to push their information to your system through a simple subscription mechanism. This allows you to automatically receive updates when they are made available on the associated website. Content provided by RSS feeds is typically free, and subscribing to a feed using the feed reader built into Outlook is easy.

Websites that provide RSS feeds usually have an orange RSS symbol somewhere on the page that denotes the fact that you can subscribe.

To get started, you'll need to copy the link to the RSS content from the target website by selecting the RSS symbol (in Internet Explorer) and then copying this URL to the Clipboard. Now, go to Outlook, select Mail, right-click RSS Feeds in the Navigation Pane, and then select Add a New RSS Feed. In the New RSS Feed dialog box, paste the link to the RSS URL into the text entry box, and then click Add. You will see a warning that says you should subscribe only to content you trust and that asks whether you really want to proceed. If you are sure, click Yes.

From now on, as your system synchronizes using send/receive, new posts are downloaded and made available under the specific feed's name in the Navigation Pane.

A few good RSS feeds to get you going are as follows:

- Gain access to Microsoft's Office Online demonstrations, training material, and online quizzes at <http://office.microsoft.com/download/file.aspx?assetid=HX101648651033>.
- Get up-to-the-minute news of what Apress is publishing at <http://www.apress.com/rss/whatsnew.xml>.
- See what's happening in the world with the top-ten news stories coming from MSNBC news at <http://rss.msnbc.msn.com/id/3032091/device/rss/rss.xml>.
- Read all about Windows Vista on our very own blog at <http://feeds.feedburner.com/VistaBeyondTheManual>.
- Find out what developments are happening in Microsoft regarding Office Online at the team blog at http://blogs.msdn.com/inside_office_online/rss.aspx.

NOTE You may have noticed when you add a new feed that there is an option to import something called an OPML file. This Outline Processor Markup Language (OPML) file describes the underlying XML data used to create information (such as the blogs) and forms the basis of the feeds to which you subscribe. Some sites may provide their syndication using the RSS technique, some may provide OPML directly, and some provide both. RSS is more commonly used today as the method of subscribing, but some OPML sites still exist.

Setting Up a POP3 Account

This section explains how to set up your POP3 account access. The Account Settings dialog box has changed somewhat from Outlook 2003, so it's worth running through this just to make sure you can get access to your ISP:

1. Select **Tools ► Account Settings**. This will open the Account Settings dialog box shown in Figure 1-5.

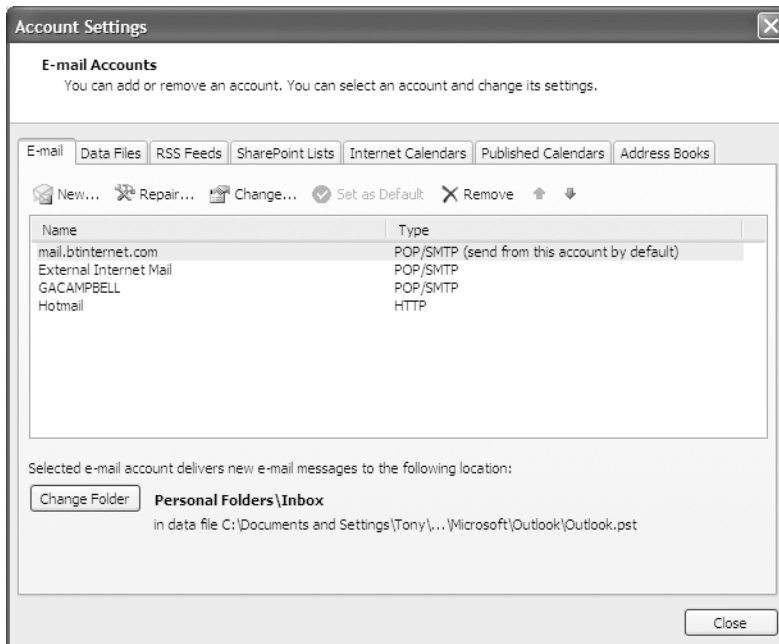


Figure 1-5. The Account Settings dialog box is very different from previous versions of Outlook.

2. Select the E-mail tab, and then click New. This starts the Add New E-mail Account Wizard and displays the page shown in Figure 1-6. From here, select the topmost option (Microsoft Exchange, POP3, IMAP, or HTTP), and then click Next.

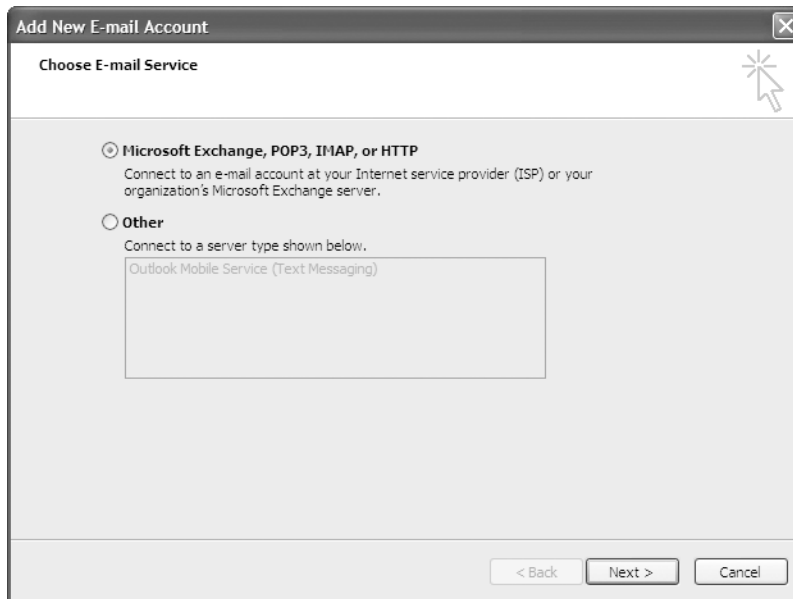


Figure 1-6. Run through the Add New E-mail Account Wizard to set up your ISP account.

3. On the Auto Account Setup page, you have two options. You can have Outlook try to automatically configure your account using your name, email address, and password. If your ISP permits this, your email address is the same as your email domain name, and you log in using your email address as your username; then click Next. If this does not work or you prefer to set up the connection manually, select the checkbox at the bottom of the screen, Manually Configure Server Settings or Additional Server Types. You don't have to fill in the details on this screen if you choose to configure this manually. When you're done, click Next.
4. If you are configuring the connection manually, select the appropriate email service on the Choose E-mail Service page shown in Figure 1-7. In the case of your setting up a POP3 service, select the topmost choice, Internet E-mail, and then click Next.

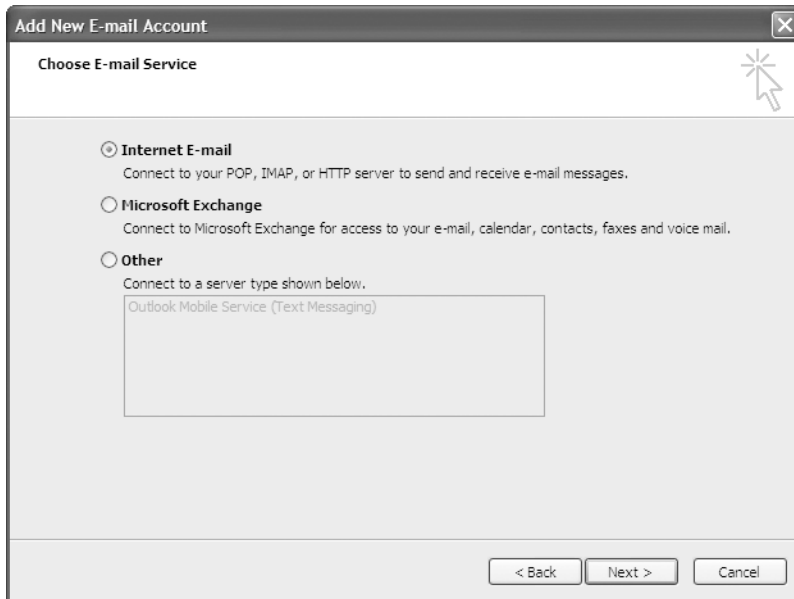


Figure 1-7. Select Internet E-mail to set up a POP3 account.

5. You are now required to enter the information specific for your ISP account, such as server names, username, password, and email address. This screen should be familiar to anyone who has used previous versions of Outlook, as shown in Figure 1-8.
6. Check whether you have entered the details correctly by clicking Test Account Settings. This will attempt to log in to your server and send a test message using the account details you have specified. If there is a problem, you'll see a warning message suggesting that the test failed. If this is the case, double-check the details you have entered, and then check with your ISP to see whether any additional requirements for connecting are required.
7. When you're done, click Next. When you see the Congratulations page, click Finish. You are now ready to start sending and receiving emails on the Internet.

Figure 1-8. Enter the details supplied by your ISP, and then click Test Account Settings.

In some cases, ISPs use additional security settings or have specific network port requirements for providing the connection. If you are required to configure additional settings, you can access these by clicking More Settings and then selecting the Outgoing Server tab, as shown in Figure 1-9.

Figure 1-9. Configure server security settings particular to your ISP's requirements.

You can also configure how you'd like Outlook to handle messages stored on a remote server. The default action is to pull the message down to your computer and delete it from the server, but if you click the Advanced tab on the Settings dialog box, as shown in Figure 1-10, you can ask Outlook to leave a copy of the message on the server for a set period of time before it is removed. In this way, you have time to pull your messages down to any number of clients you require.

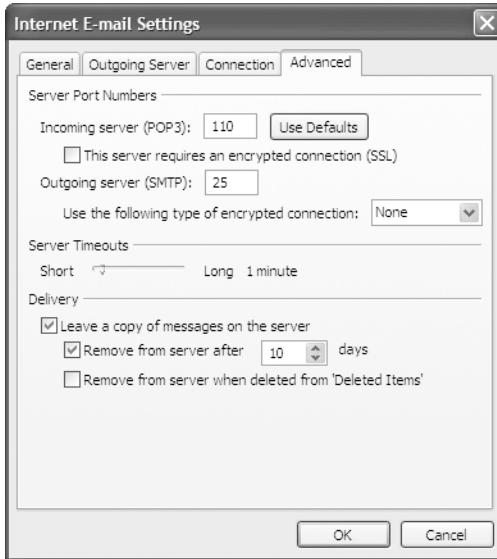


Figure 1-10. Configure Outlook to leave a copy of your messages on the server for a set period of time.

Sending, Receiving, and Responding to Email

For any readers new to Outlook, we should probably go through the basics of composing and sending email. The following is a whistle-stop tour of basic functionality, and we will delve a lot deeper into this functionality throughout the course of the rest of this book.

Sending an email is probably one of the easiest and most useful tasks you can perform with Outlook—and probably the task most widely associated with it. Once you have an account configured with an ISP, you have to take a few quick steps to getting your message on its way. The following steps will allow you to compose and send an email to whomever you choose, making sure you understand the basics:

1. To compose a new email, locate the New button on the toolbar, click the drop-down arrow next to it, and then select Mail Message from the menu. You will immediately see a new, blank email message, with Untitled – Message in the title bar.
2. In the To field, you can type the email address of your intended recipient, or if you have already stored some email addresses in your address book, click the To button to see this list.
3. You can add multiple recipients to the To list by separating each one with a semicolon. You can also add courtesy copy (CC) recipients to the message in the CC field.
4. Add a subject heading to the email to identify what the email is about to the recipient. This is becoming more important these days because spam filters look for specific blueprints that identify spam, one of which is a message with a blank subject line.
5. Now you can type your message using all the rich formatting available in Word to make your message look as professional as possible.
6. If you want to add attachments (documents, pictures, spreadsheets, and so on), click Insert view on the Ribbon menu, and then click the required button designating the type of attachment you need to send to the recipient, such as Attach File or Picture.
7. Click Options view to request a read or deliver receipt, thus sending you an acknowledgment when the recipient receives and looks at the email.
8. Use Format Text view to modify how the text in the message looks. This menu looks much the same as the standard text-formatting menu in Word.
9. Back in Message view, you can select the account you want to send your email from using the Account button (if you have more than one account configured, that is); then when you are ready, you can click Send to send it on its way. In the example shown in Figure 1-11, notice that there are four separate accounts configured here, the default being the one at the top.

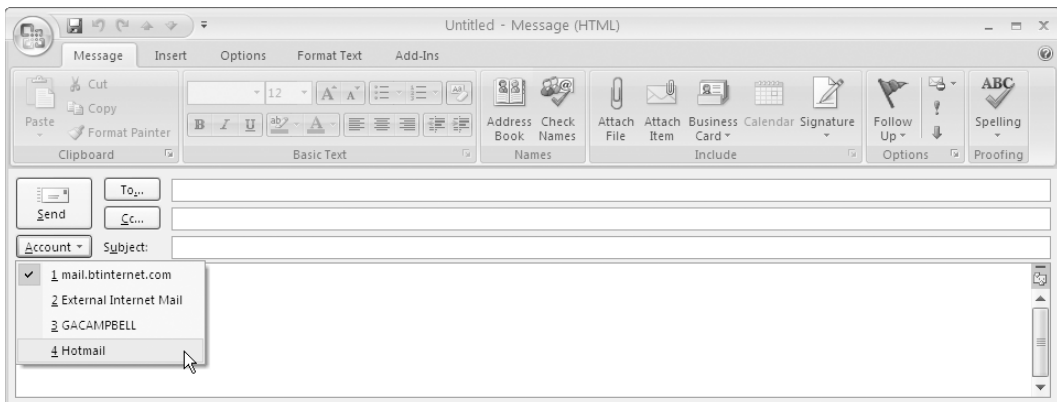


Figure 1-11. Select the account from which you want the email to be sent.

So, what happens when you receive an email? New emails appear in your inbox, displayed in bold text format until you read them. To open an email, simply double-click it, and it will open in its own window. You can also see the contents of an email in the Reading pane (by default this is on the right side of the screen, but you can adjust it). If you look beneath your Inbox folder in the Navigation Pane on the left side of the screen, you'll see the Junk E-Mail folder where Outlook's junk e-mail filter will dispose of emails it deems to be spam. You can look in here for email that might have been mistakenly dumped as spam; right-click it, select Junk E-mail, and then choose Add Sender to Safe Senders List. This will ensure that the junk e-mail filter will not mistake email from this sender in the future as spam.

When you have finished reading an email, you have the option of replying to the sender or forwarding the message to someone else. You can easily carry out these actions. Just hit the appropriate button for Reply, Reply to All, or Forward.

CAUTION Reply to All sends your reply to everyone listed in the To and CC fields of the original message. Be careful that you don't reply to a vast number of recipients accidentally; system administrators can become somewhat agitated when corporate announcements suddenly generate a large quantity of unwanted chatter on their networks.

Using Keyboard Shortcuts

As with practically every Windows product, Outlook 2007 has its own set of keyboard shortcuts that speed up working with the interface. Granted, these take a little getting used to but, once mastered, will undoubtedly be your most efficient way of navigating and working with Outlook features. The following tables, Tables 1-2 through 1-9, show a comprehensive list of all the keyboard shortcuts available in Outlook 2007.

NOTE When composing text in Outlook, you actually use the underlying features of Word to provide the formatting. For this reason, the standard keyboard shortcuts in Word are also available through the Outlook interface; for example, Ctrl+B will provide bold text, and Ctrl+I will toggle italics.

Table 1-2. Keyboard Shortcuts Available in Outlook 2007 for Standard User Interface Navigation

Action	Shortcut
Mail	Ctrl+1
Calendar	Ctrl+2
Contacts	Ctrl+3
Tasks	Ctrl+4
Notes	Ctrl+5
Folder list	Ctrl+6
Shortcuts	Ctrl+7
Next message (with a message open)	Ctrl+. (period)
Previous message (with a message open)	Ctrl+, (comma)
Move between Navigation Pane, Outlook main windows, and Reading pane	F6
Move around Navigation Pane	Arrow keys
Change folder	Ctrl+Y
Go to Search	F3
In the Reading pane, previous message	Ctrl+, (comma)
In the Reading pane, page down through text	Spacebar
In the Reading pane, page up through text	Shift+spacebar
Expand or collapse group in Navigation Pane	Shift++ (plus sign) or Shift+- (minus sign)
Expand or collapse group in inbox	Left arrow or right arrow
Next field in Reading pane	Shift+Tab
Previous field in Reading pane	Ctrl+Tab
Previous view in main Outlook window	Alt+B
Forward to next view in Outlook window	Alt+right arrow
Start a send/receive for all defined send/receive groups	F9
Start a send/receive for the current folder	Shift+F9
Define send/receive groups	Ctrl+Alt+S
Play a macro	Alt+F8
Select the InfoBar and show the menu of commands	Ctrl+Shift+W

Table 1-3. Keyboard Shortcuts Pertaining to Search

Action	Shortcut
Find a message or other such item	Ctrl+E
Clear the search box	Esc
Expand search to include all mail, calendar, or contact items depending on module	Ctrl+Alt+A
Expand the search query builder	Ctrl+Alt+W
Use advanced find	Ctrl+Shift+F
Create a new search folder	Ctrl+Shift+P
Search for text within an item	F4
Find next match within item	Shift+F4
Find and replace	Ctrl+H
Expand search to desktop	Ctrl+Alt+K

Table 1-4. General Keyboard Shortcuts for Creating Outlook Items

Item to Be Created	Shortcut
Appointment	Ctrl+Shift+A
Contact	Ctrl+Shift+C
Distribution list	Ctrl+Shift+L
Fax	Ctrl+Shift+X
Folder	Ctrl+Shift+E
Journal entry	Ctrl+Shift+J
Meeting request	Ctrl+Shift+Q
Email message	Ctrl+Shift+M
Note	Ctrl+Shift+N
Document	Ctrl+Shift+H
Search folder	Ctrl+Shift+P
Task	Ctrl+Shift+K
Task request	Ctrl+Shift+U
Post to folder	Ctrl+Shift+S
Post a reply	Ctrl+T

Table 1-5. General Keyboard Shortcuts for Manipulating Items

Action	Shortcut
Save	Ctrl+S
Save and close	Alt+S
Save as	F12
Undo	Ctrl+Z
Delete	Ctrl+D
Print	Ctrl+P
Copy item	Ctrl+Shift+Y
Move item	Ctrl+Shift+V
Check name	Ctrl+K
Spell check	F7
Flag for follow-up	Ctrl+Shift+G
Forward	Ctrl+F
Send to all	Alt+S
Turn on editing in a field	F2
Left align	Ctrl+L
Center align	Ctrl+E
Right align	Ctrl+R

Table 1-6. Most Commonly Used Shortcuts in Email

Action	Shortcut
Switch to inbox	Ctrl+Shift+I
Switch to outbox	Ctrl+Shift+O
Send	Alt+S
Reply	Ctrl+R
Reply all	Ctrl+Shift+R
Forward	Ctrl+F
Forward as attachment	Ctrl+Alt+F
Mark as not junk mail	Ctrl+Alt+J
Check for new messages	F9
Create new message (when in Mail)	Ctrl+N

Action	Shortcut
Create new message from anywhere in Outlook	Ctrl+Shift+M
Open a message	Ctrl+O
Open address book	Ctrl+Shift+B
Toggle follow-up flag	Insert
Mark as read	Ctrl+Q
Mark as unread	Ctrl+U
Find or replace	F4
Find next	Shift+F4
Print	Ctrl+P
Mark for download	Ctrl+Alt+M
Clear Mark for Download	Ctrl+Alt+U
Display send/receive progress	Ctrl+B

Table 1-7. Most Commonly Used Shortcuts in Calendar

Action	Shortcut
Create a new appointment	Ctrl+N
Create a new appointment from anywhere in Outlook	Ctrl+Shift+A
Create a new meeting request	Ctrl+Shift+Q
Forward item	Ctrl+F
Reply to meeting request with a message	Ctrl+R
Reply all	Ctrl+Shift+R
Show from 1 to 10 days in the calendar	Alt+1, Alt+2, and so on, through to Alt+0 (for 10)
Go to date	Ctrl+G
Switch to weeks	Alt+- (minus sign)
Switch to months	Alt+= (equals sign)
Month view	Ctrl+Alt+4
Next/previous day	Ctrl+right arrow/left arrow
Next/previous week	Alt+down arrow/up arrow
Next/previous month	Alt+Page Down/Page Up
Start of week	Alt+Home

Continued

Table 1-7. *Continued*

Action	Shortcut
End of week	Alt+End
Full week view	Ctrl+Alt+3
Work week view	Ctrl+Alt+2
Next/previous appointment	Ctrl+. (period)/Ctrl+, (comma)
Set up recurring appointment	Ctrl+G
Select time that working day begins/ends	Home/End
Select previous/next block of time	Up arrow/down arrow
Select block of time at top of screen	Page Up
Select block of time at bottom of screen	Page Down
Extend/reduce time	Shift+up arrow/Shift+down arrow
Move appointment up/down	Alt+up arrow/Alt+down arrow
Move appointment forward one week	Alt+down arrow
Move appointment back one week	Alt+up arrow

Table 1-8. Most Commonly Used Shortcuts in Contacts

Action	Shortcut
Dial a contact	Ctrl+Shift+D
Find a contact	F3
Search address book	F11
Select all contacts	Ctrl+A
New email for selected contact	Ctrl+F
New Journal entry for selected contact	Ctrl+J
New contact	Ctrl+N
New contact from anywhere in Outlook	Ctrl+Shift+C
Open contact	Ctrl+O
Close contact	Esc
Open address book	Ctrl+Shift+B

Table 1-9. Most Commonly Used Shortcuts in Tasks

Action	Shortcut
Display or hide the To-Do Bar	Alt+F2
Accept task request	Alt+C
Decline task request	Alt+D
Find task	Ctrl+E
Open the Go to Folder window	Ctrl+Y
New task	Ctrl+N
New task from anywhere in Outlook	Ctrl+Shift+K
New task request	Ctrl+Shift+U
Forward a task as attachment	Ctrl+F
Open selected task as journal item	Ctrl+J
Mark task as complete	Insert

