Microsoft Outlook Shortcuts

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1.0 hours

Pandora Rose Cowart
Education/Training Specialist
UF Health IT Training

C3-013 Communicore   (352) 273-5051
PO Box 100152   prcowart@ufl.edu
Gainesville, FL 32610-0152   http://training.health.ufl.edu

Class Evaluation: https://ufl.qualtrics.com/jfe/form/SV_1Ojjkl6lRsKV3XT

Microsoft Outlook

Microsoft Outlook is mostly used as an email and calendaring program, but it's considered a "Personal Information Manager" because it does much more. You can keep track of your **Contacts**, manage Tasks, and save Notes. The Ribbon and keyboard shortcuts vary based on where you are in Outlook. For example, with emails alone, are you in the Inbox, a Folder, reading an email, replying, forwarding, creating an email? With each option you will have slightly different options on your ribbon. It's my goal to help you understand some of Outlook's common shortcuts.

Shortcuts

Tooltips

A shortcut is a "faster" route to where you are going. You may be aware of some common shortcuts like Ctrl-B to **Bold** and Ctrl-I to *Italicize*. When you hover over a button in the ribbon, you should see a screen tip telling you the name of the button, and often a description and/or a keyboard shortcut. For example, I can click **New Items** in the main Outlook window and choose E-mail message, or I can use the keyboard Ctrl- Shift-M.
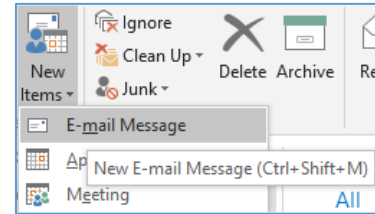

Ribbon/Alt Key Shortcuts

There are common Shortcuts like copy (**Ctrl-C**) and paste (**Ctrl-V**), and then there are ones that are only important to you. For example, I often send pictures in my emails, so while I'm in the body of an email or calendar item I can press **Alt-N-P** to insert a picture.

Let's break that one down. When you press the **Alt** button on the keyboard in a program like Microsoft Outlook, letters appear associated with each tab name in the **Ribbon**. Depending on your version, you may have different tabs, but in a new email you'll should see something like this when you press **Alt**:
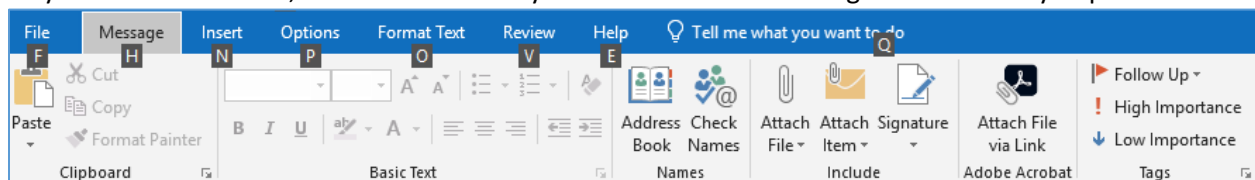
Unlike the control keys, you don't need to keep the **Alt** key down, once you press it the letters appear. To add a picture to the body of my email, we need to go to the **Insert** tab, so after the **Alt**, we press **N**.
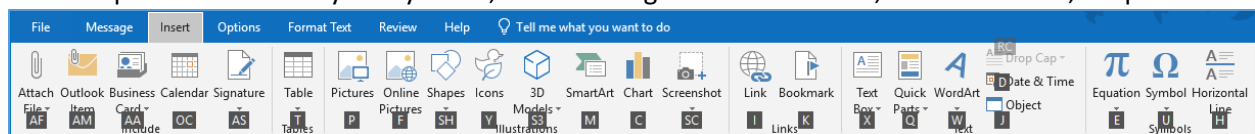
Notice this creates new set of letters. If I wanted a shape, I would type SH (**Alt-N-S-H**). If I wanted a special symbol, I would type U (**Alt-N-U**). Since I want a Picture, I would type a P (**Alt-N-P**).

To get out of this ribbon selection, click outside the ribbon, or press ESC on the keyboard.

Quick Access Toolbar

The toolbar above the ribbon has the Save, Undo, and Redo options. If you right-click on any button in the ribbon you can add it to the Quick Access toolbar. When you press the Alt-key you will see numbers pop to make these quick shortcut keys if you want them.

List of Shortcuts from Microsoft
Below are some of the shortcuts for Windows, for a complete list go **here**. If you are using a Mac you can find shortcuts **here**.

Basic Navigation

To do this	Press
Switch to the Mail view.	Ctrl-1
Switch to the Calendar view.	Ctrl-2
Switch to the Contacts view.	Ctrl-3
Switch to the Tasks view.	Ctrl-4
Switch to the Notes.	Ctrl-5
Switch to the Folder list in the Folder pane.	Ctrl-6
Switch to Shortcuts.	Ctrl-7
Open the Address Book.	Ctrl-Shift-B
Switch to next open message.	Ctrl-Period (.)
Switch to previous open message.	Ctrl-Comma (,)
Move around within the Folder pane.	Arrow keys
Go to a different folder.	Ctrl-Y
Go to the Search box.	F3 or Ctrl-E
In the Reading pane, go to the previous message.	Ctrl-Comma
In the Reading pane, page down through the text.	Spacebar
In the Reading pane, page up through the text.	Shift-Spacebar
Collapse or expand a group in the email message list.	Left or Right arrow key, respectively

Create an item or file

To do this	Press
Create a message.	Ctrl-Shift-M
Create an appointment.	Ctrl-Shift-A
Create a meeting request.	Ctrl-Shift-Q
Create a contact.	Ctrl-Shift-C
Create a contact group.	Ctrl-Shift-L
Create a task.	Ctrl-Shift-K
Create a note.	Ctrl-Shift-N
Create a folder.	Ctrl-Shift-E
Create a Search folder.	Ctrl-Shift-P

Use search

To do this	Press
Go to the Search field to find a message or another item.	Ctrl-E or F3
Clear the search results.	Esc
Use Advanced Find.	Ctrl-Shift-F
Create a Search folder.	Ctrl-Shift-P
Search for text within an open item.	F4

Mail keyboard shortcuts

To do this	Press
Switch to Inbox.	Ctrl-Shift-I
Switch to Outbox.	Ctrl-Shift-O
Check names.	Ctrl-K
Send a message.	Alt-S
Reply to a message.	Ctrl-R
Select the Reply to All option.	Ctrl-Shift-R
Reply with a meeting request.	Ctrl-Alt-R
Forward a message.	Ctrl-F
Display blocked external content (in a message).	Ctrl-Shift-I
Post to a folder.	Ctrl-Shift-S
Apply Normal style.	Ctrl-Shift-N
Check for new messages.	Ctrl-M or F9
Go to the previous message.	Up arrow key
Go to the next message.	Down arrow key
Create a message (when in Mail view).	Ctrl-N
Create a message (from any Outlook view).	Ctrl-Shift-M
Open a received message	Ctrl-O
Open the Address Book.	Ctrl-Shift-B
Display the Flag for follow up dialog.	Ctrl-Shift-G
Mark a message as read.	Ctrl-Q
Mark a message as unread.	Ctrl-U
Find or replace text.	F4
Find the next item.	Shift-F4
Send a message.	Ctrl-Enter
Print an item.	Ctrl-P
Forward a message as an attachment.	Ctrl-Alt-F
Save an item.	Ctrl-S
Open the Save as dialog.	F12

Use in the message list

To do this	Press
Move down and up in the message list.	Down and Up arrow keys
Go to the item at the bottom of the screen.	Page down
Go to the item at the top of the screen.	Page up
Extend or reduce the selected items by one item.	Shift-Up arrow or Shift-Down arrow key
Go to the next/previous without extending the selection.	Ctrl-Up arrow or Ctrl-Down arrow key
Select or cancel selection of the active item.	Ctrl-Spacebar
Expand groups of messages (for example, Last Week).	Right arrow key
Collapse groups of messages (for example, Last Week).	Left arrow key
Select multiple adjacent messages.	Shift-Down or Up arrow key

To do this	Press
Select multiple non-adjacent messages.	Ctrl-Up or Down arrow key, and then, to select each message, press Spacebar
Move message to folder.	Ctrl-Shift-V
Add Follow Up or Quick Flag to message.	Shift-F10, U, T (in Narrator, Insert)
Add Custom Flag to message.	Ctrl-Shift-G
Mark a message as read.	Ctrl-Q
Mark a message as unread.	Ctrl-U
Mark an item to download.	Alt-S, M, T
Mark an item to download a copy.	Alt-S, M, C
Unmark an item to download.	Alt-S, U, U
Unmark an item to download a copy.	Alt-S, U, K
Delete a message.	Alt-H-D
Ignore a message.	Alt-H, X
Reply to a message.	Alt-H, R, P
Select the Reply All option.	Alt-H, R, A
Forward a message.	Alt-H, F, W
Open a message.	Enter
Display a blocked content menu.	Ctrl-Shift-W
Download blocked pictures or images.	Ctrl-Shift-W, P
Show email properties.	Alt-Enter
Post to a folder.	Ctrl-Shift-S
Copy item to a folder.	Ctrl-Shift-Y
Print a message.	Ctrl-P
Set how often Outlook checks for new messages.	Ctrl-Alt-S
Set the junk mail options.	Alt-H, J, O

Use the Reading pane

To do this	Press
Go to the previous message.	Alt-Up arrow key or Ctrl-Comma (,)
Page down through text.	Spacebar
Page up through text.	Shift-Spacebar
Move to the next field.	Tab key
Move to previous field.	Shift-Tab
Move to the next or previous link.	Tab key or Shift-Tab
Jump to the Reply button.	Alt-R

Calendar keyboard shortcuts

To do this	Press
Show the daily view.	Ctrl-Alt-1
Switch to the Work Week view.	Ctrl-Alt-2
Switch to the Full Week view.	Ctrl-Alt-3
Switch to Month view.	Ctrl-Alt-4
Create an appointment (in the Calendar view).	Ctrl-N

To do this	Press
Create an appointment (in any Outlook view).	Ctrl-Shift-A
Create a meeting request.	Ctrl-Shift-Q
Forward an appointment or meeting.	Ctrl-F
Reply to a meeting request with a message.	Ctrl-R
Select the Reply All option.	Ctrl-Shift-R
Go to a date.	Ctrl-G
Go to the next/previous day.	Ctrl-Right/Left arrow key
Go to the next/previous week.	Alt-Down/Up arrow key
Go to the next/previous month.	Alt-Page down/Page up
Go to the start/end of the week.	Alt-Home/End
Go to the previous appointment.	Ctrl-Comma (,)
Go to the next appointment.	Ctrl-Period (.)
Set up recurrence.	Ctrl-G
Open an appointment when the reminder appears.	Alt-O
Snooze the reminder.	Alt-S

Use the day/week/month view

To do this	Press
View from one through nine days.	Alt-key for number of days
View 10 days.	Alt-0 (zero)

In the single day view

To do this	Press
Select the time that begins your work day.	Home
Select the time that ends your work day.	End
Extend or reduce the selected time.	Shift-Up arrow or Shift-Down arrow
Move selected item to the same day in the next week.	Alt-Down arrow key
Move selected item to the same day in the previous week.	Alt-Up arrow key

In the Week view

To do this	Press
Go to the start of work hours for the selected day.	Home
Go to the end of work hours for the selected day.	End
Go up one-page view in the selected day.	Page up
Go down one-page view in the selected day.	Page down

In the Month view

To do this	Press
Go to the first day of the week.	Home
Go to the same day of the week in the previous page.	Page up
Go to the same day of the week in the next page.	Page down

Outlook MailTips

Quick Steps apply multiple actions at the same time to email messages. This helps you quickly manage your mailbox. For example, if you frequently move messages to a specific folder, you can use a **Quick Step** to move the message in one click. Or, if you forward messages to your manager or peers, a one-click Quick Step can simplify the task.

The Quick Steps included with Outlook can be customized. You can also create your own to make a Quick Steps gallery of mail actions that you take most often.

Note: Quick Steps **cannot be undone** using a menu command or with a keyboard shortcut like Ctrl+Z. This is because Quick Steps can contain actions such as *Permanently Delete* that are not able to be undone.

Default Quick Steps

You can customize any of the default Quick Steps. When you use some Quick Steps for the first time, you are prompted to configure them. For example, if you want a Quick Step to move messages to a certain folder, you must specify the folder before you can use the Quick Step.

Default Quick Steps in Outlook include the following:

Quick Step	Action
Move to:	Moves the selected message to a mail folder that you specify and marks the message as read.
To Manager	Forwards the message to your manager. If your organization uses Microsoft Exchange Server or Microsoft 365, your manager's name is detected in the Global Address List and inserted in the **To** box, or you can specify the recipient.
Team E-mail	Forwards the message to others in your team. If your organization uses Microsoft Exchange Server or Microsoft 365, your team members names are detected in the Global Address List and inserted in the **To** box.
Done	Moves the message to a specified mail folder, marks the message complete, and then marks it as read.
Reply & Delete	Opens a reply to the selected message, and then deletes the original message.
Create New	Create your own Quick Step to execute any sequence of commands, name it, and then apply an icon to help you identify it.

Create a Quick Step

1. In **Mail**, select **Home**.
2. In the **Quick Steps** group, in the **Quick Steps** gallery, select the **Create New** Quick Step.
3. In the **Name** box, type a name for the new Quick Step.
4. Select the icon button next to the **Name** box, select an icon, and then select **OK**.
5. Under **Actions**, choose an action that you want the Quick Step to do. Select **Add Action** for any additional actions.
6. To create a keyboard shortcut, in the **Shortcut key** box, select the keyboard shortcut that you want to assign.

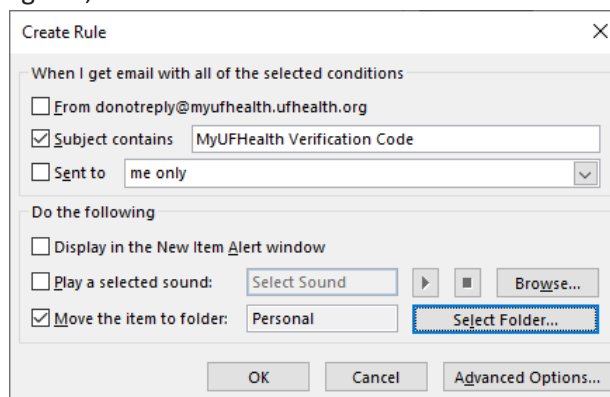*Adapted from Outlook Help.*

Email Rules

Rules allow you to move, flag, and respond to email messages automatically. You can also use rules to play sounds, move messages to folders, or display new item alerts.

The easiest and most common rule to create is one that allows you to move an item from a certain sender or with certain words in the subject line to another folder. You can create this rule directly from a message you've already received.

1. Right-click a message in your inbox or another email folder and select **Rules**.
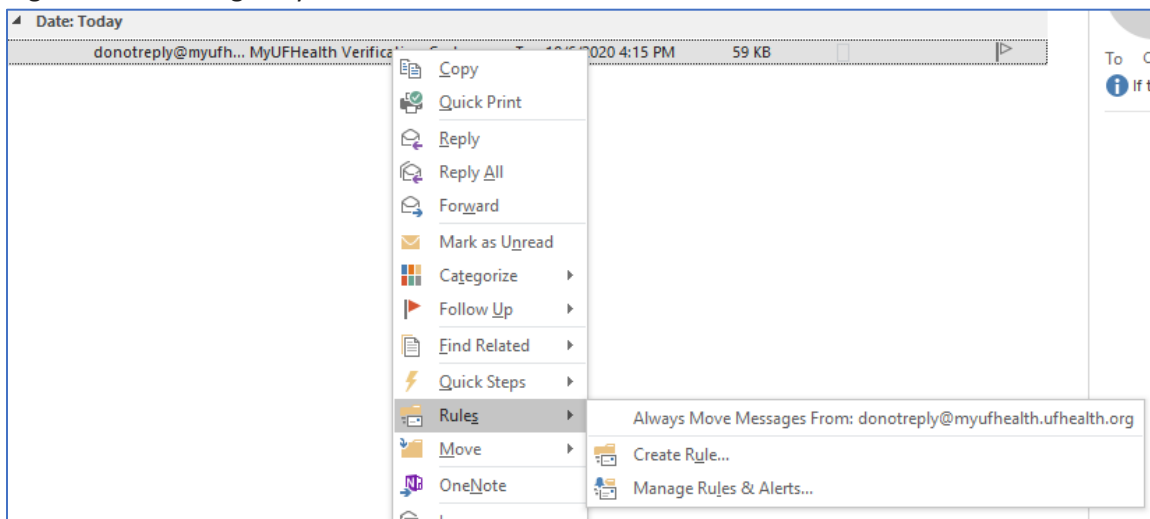
2. Select one of the options. Outlook automatically suggests creating a rule based on the sender and the recipients. To view more options, select **Create Rule**.

3. In the **Create Rule** dialog box, select one or more of the first three checkboxes.
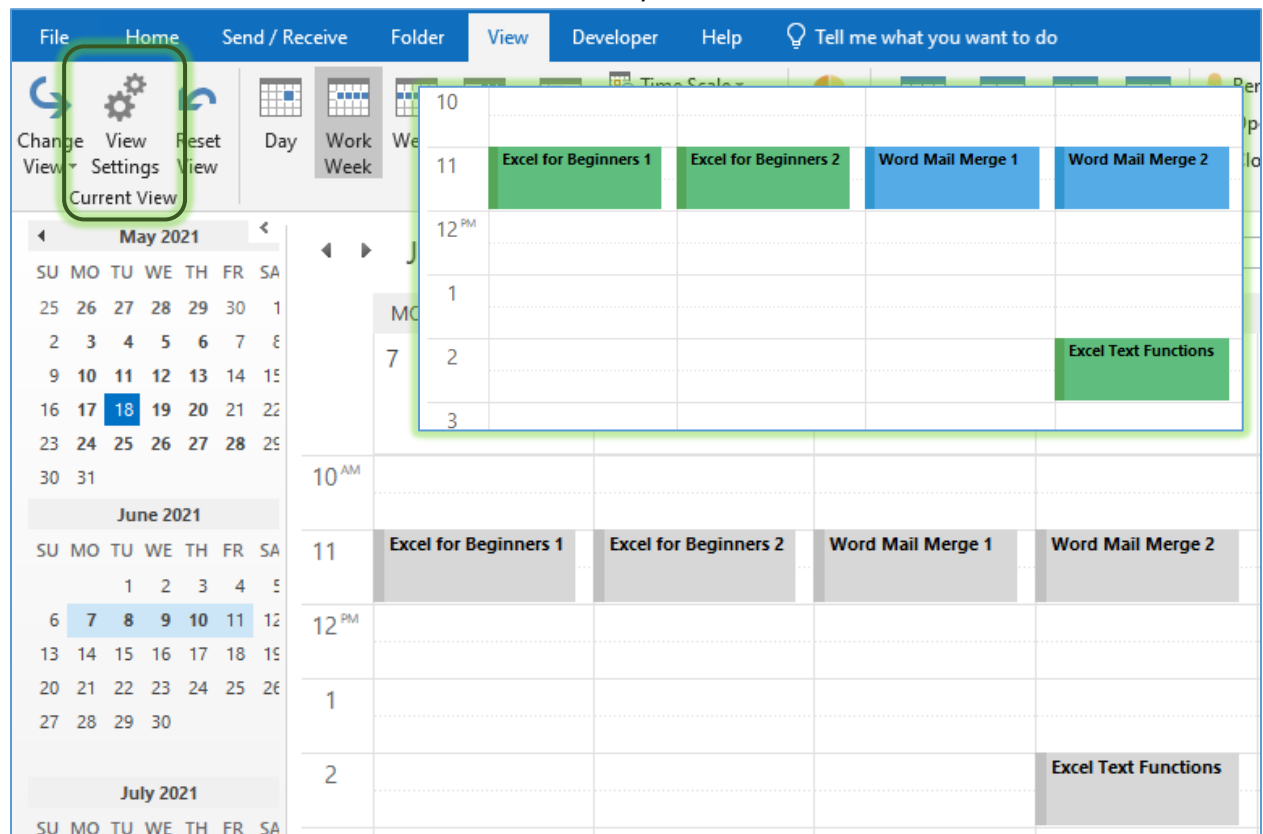

4. In the **Do the following** section, if you want the rule to move a message to a folder, check the **Move item to folder** box, then select the folder from the **Select Folder** dialog that pops up, and then click **OK**.

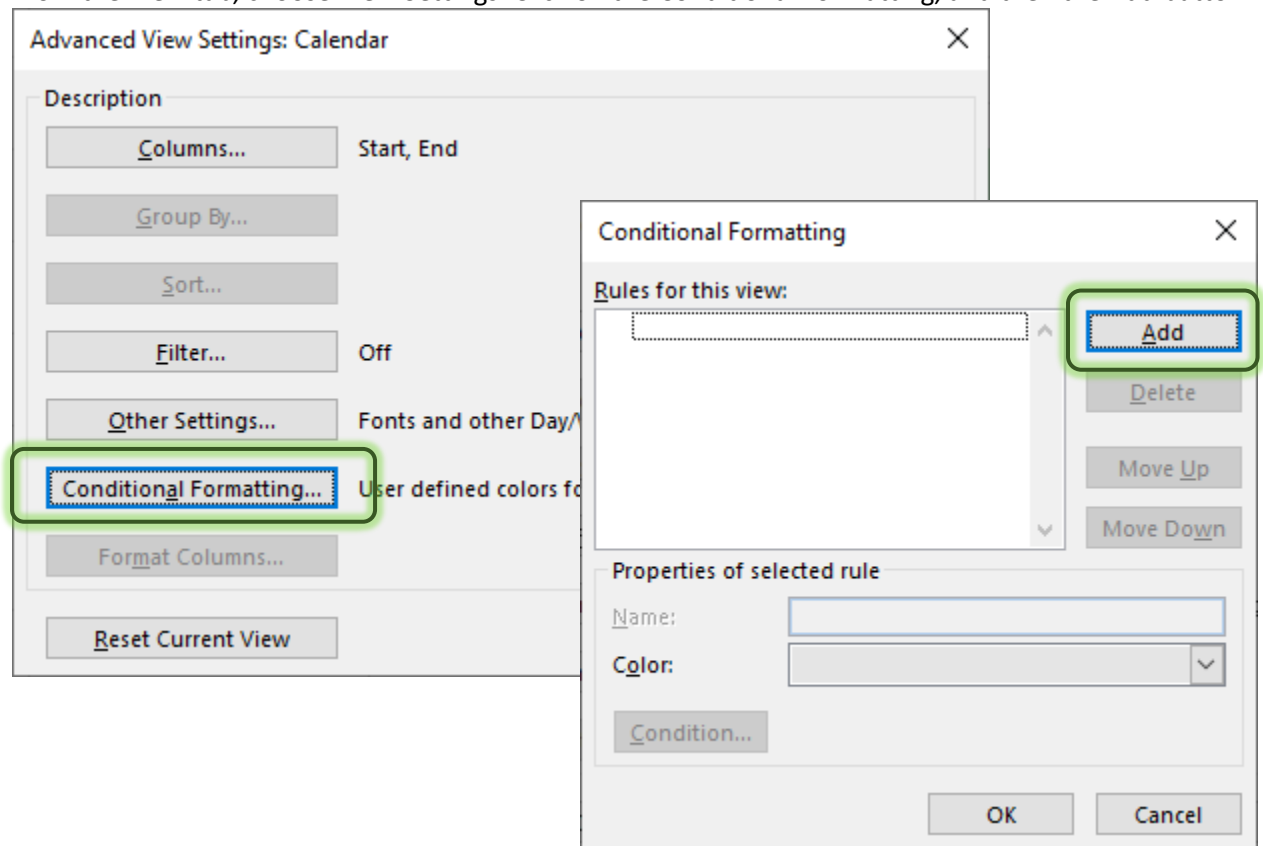5. Click **OK** to save your rule.

Adapted from Outlook Help.

Automatic Calendar Colors

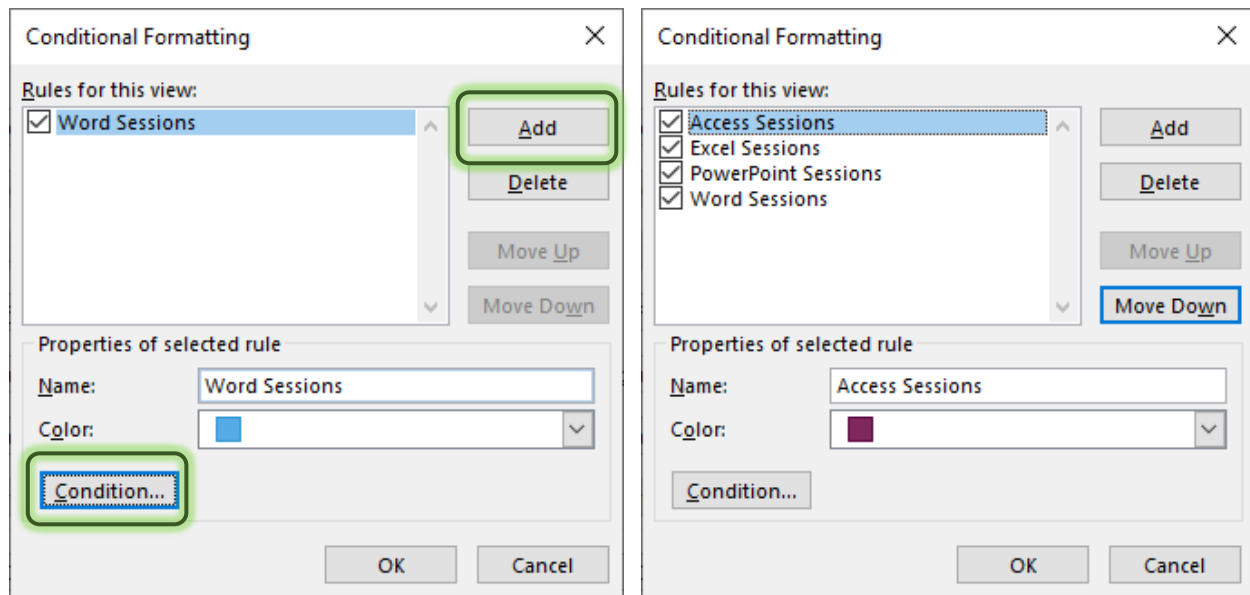You can set Conditional Formats to color coordinate your Outlook Calendar

From the View tab, choose View Settings. Click on the Conditional Formatting, and then the Add button.

Create a Name and a Color for the Rule.

Then set a **Condition…**

You can continue to Add Options, and rearrange the order with the Move Up/Move Down buttons.

Don't skip the **Condition**!

You can set a complex filter rule for your Conditional formatting, but for me it's usually enough to look in the subject for keywords.