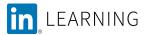# Outlook Essential Training (Office 365) in LEARNING

with Jess Stratton

Keyboard shortcuts for Outlook

Many users find that using an external keyboard with keyboard shortcuts for Outlook on Windows helps them work more efficiently. For users with mobility or vision disabilities, keyboard shortcuts can be easier than using the touchscreen and are an essential alternative to using a mouse. This article itemizes the keyboard shortcuts for Outlook on Windows.

Notes

- These shortcuts refer to the US keyboard layout. Keys for other layouts might not correspond exactly to the keys on a US keyboard.
- If a shortcut requires pressing two or more keys at the same time, this topic separates the keys with a plus sign (+). If you have to press one key immediately after another, the keys are separated by a comma (,).

Frequently used shortcuts

To do this	Press
Close.	Escape or Enter
Go to Home tab.	Alt+H
New message	Ctrl+Shift+M
Send.	Alt+S
Insert file.	Alt+N, A, F
New task	Ctrl+Shift+K
Delete.	Delete (when a message, task, or meeting is selected)
Search.	Ctrl+E Alt+H, R, P
Reply.	Alt+H, R, P
Forward.	Alt+H, F, W
Reply All.	Alt+H, R, A
Copy.	Ctrl+C or Ctrl+Insert
Note: Ctrl+Insert is not available in the Reading pane.	
Send/receive.	Alt+S, S
Go to calendar.	Ctrl+2
Create appointment.	Ctrl+Shift+A
Move to folder.	Alt+H, M, V, select folder from list
Attachment SaveAs	Alt+JA, A, S

Basic navigation

To do this	Press
Switch to Mail view.	Ctrl+1
Switch to Calendar view.	Ctrl+2
Switch to Contacts view.	Ctrl+3
Switch to Tasks view.	Ctrl+4
Switch to Notes.	Ctrl+5
Switch to Folder list in the Folder pane.	Ctrl+6
Switch to Shortcuts.	Ctrl+7
Switch to next open message.	Ctrl+Period
Switch to previous open message.	Ctrl+Comma
Move between the Folder pane, the main Outlook window, the Reading pane, and the To-Do bar.	Ctrl+Shift+Tab or Shift+Tab
Move between the Outlook window, the smaller panes in the Folder pane, the Reading pane, and the sections in the To-Do bar.	The Tab key
Move between the Outlook window, the smaller panes in the Folder pane, the Reading pane, and the sections in the To-Do bar, and show the access keys in the Outlook ribbon.	F6
Move around message header lines in the Folder pane or an open message.	Ctrl+Tab
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.	Alt+Up Arrow or Ctrl+Comma or Alt+Page Up
In the Reading pane, page down through text.	Spacebar
In the Reading pane, page up through text.	Shift+Spacebar
Collapse or expand a group in the email message list.	The Left Arrow key or the Right Arrow key, respectively
Go back to previous view in the main Outlook window.	Alt+B or Alt+Left Arrow
Go forward to next view in the main Outlook window.	Alt+Right Arrow
Select the InfoBar and, if available, show the menu of commands.	Ctrl+Shift+W

Search

To do this	Press
Find a message or other item.	Ctrl+E
Clear the search results.	Esc
Expand the search to include All Mail Items, All Calendar Items, or All Contact Items, depending on the module you are in.	Ctrl+Alt+A
Use Advanced Find.	Ctrl+Shift+F
Create a Search folder.	Ctrl+Shift+P
Search for text within an open item.	F4

Find and replace text, symbols, or some formatting commands when in the Reading pane or in an open item.	Ctrl+H
Expand search to include items from the current folder.	Ctrl+Alt+K
Expand search to include subfolders Ctrl+Alt+Z flags.	Ctrl+Alt+Z

Flags

To do this	Press
Open the Flag for Follow Up dialog box to assign a flag.	Ctrl+Shift+G

Color categories

To do this	Press
Delete the selected category from the list in the Color categories dialog box.	Alt+D

Create an item or file

To do this	Press
Create an appointment.	Ctrl+Shift+A
Create a contact.	Ctrl+Shift+C
Create a contact group.	Ctrl+Shift+L
Create a fax.	Ctrl+Shift+X
Create a folder.	Ctrl+Shift+E
Create a meeting request.	Ctrl+Shift+Q
Create a message.	Ctrl+Shift+M
Create a note.	Ctrl+Shift+N
Create an Office document.	Ctrl+Shift+H
Post to the selected folder.	Ctrl+Shift+S
Post a reply in the selected folder.	Ctrl+T
Create a Search folder.	Ctrl+Shift+P
Create a task.	Ctrl+Shift+K

Commands in most views

To do this	Press
Save (except in Tasks view).	Ctrl+S or Shift+F12
Save and close (except in Mail view).	Alt+S
Save as (only in Mail view).	F12
Undo.	Ctrl+Z or Alt+Backspace
Delete an item.	Ctrl+D
Print.	Ctrl+P
Copy an item.	Ctrl+Shift+Y
Move an item.	Ctrl+Shift+V
Check names.	Ctrl+K
Check spelling.	F7
Flag for follow-up.	Ctrl+Shift+G
Forward.	Ctrl+F
Send or post or invite all.	Alt+S
Enable editing in a field, in all views except Mail or Icon.	F2
Left align text.	Ctrl+L

Center text.	Ctrl+E
Right align text.	Ctrl+R

Mail

To do this	Press
Switch to Inbox.	Ctrl+Shift+I
Switch to Outbox.	Ctrl+Shift+O
Check names.	Ctrl+K
Send.	Alt+S
Reply to a message.	Ctrl+R
Reply All to a message.	Ctrl+Shift+R
Reply with meeting request.	Ctrl+Alt+R
Forward a message.	Ctrl+F
Mark a message as not junk.	Ctrl+Alt+J
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.	The Up Arrow key
Go to the next message.	The 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
Delete and ignore a conversation.	Ctrl+Shift+D
Open the Address Book**.**	Ctrl+Shift+B
Add a Quick flag **to an unopened message.**	Insert
Display the Flag for follow up **dialog box.**	Ctrl+Shift+G
Mark as read.	Ctrl+Q
Mark as unread.	Ctrl+U
Open the MailTip **in the selected message.**	Ctrl+Shift+W
Find or replace.	F4
Find next.	Shift+F4
Send.	Ctrl+Enter
Print.	Ctrl+P
Forward.	Ctrl+F
Forward as attachment.	Ctrl+Alt+F
Show the properties for the selected item.	Alt+Enter
Mark for download.	Ctrl+Alt+M
Check Mark for download **status.**	Ctrl+Alt+U
Display Send/Receive **progress.**	Ctrl+B (when a **Send/Receive** is in progress)

Calendar

To do this	Press
Create an appointment (when in the Calendar **view).**	Ctrl+N
Create an appointment (in any Outlook **view).**	Ctrl+Shift+A
Create a meeting request.	Ctrl+Shift+Q
Forward an appointment or meeting.	

Reply to a meeting request with a message.	
Reply All to a meeting request with a message.	
Show one day in the calendar.	Alt+1
Show two days in the calendar.	Alt+2
Show three days in the calendar.	Alt+3
Show four days in the calendar.	Alt+4
Show five days in the calendar.	Alt+5
Show six days in the calendar.	Alt+6
Show seven days in the calendar.	Alt+7
Show eight days in the calendar.	Alt+8
Show nine days in the calendar.	Alt+9
Show 10 days in the calendar.	Alt+0
Go to a date.	Ctrl+G
Switch to Month **view.**	Alt+Equal or Ctrl+Alt+4
Go to the next day.	Ctrl+Right arrow
Go to the next week.	Alt+Down arrow
Go to the next month.	Alt+Page Down
Go to the previous day.	Ctrl+Left arrow
Go to the previous week.	Alt+Up arrow
Go to the previous month.	Alt+Page Up
Go to the start of the week.	Alt+Home
Go to the end of the week.	Alt+End
Switch to Full Week **view.**	Alt+Minus Sign or Ctrl+Alt+3
Switch to Work Week **view.**	Ctrl+Alt+2
Go to previous appointment.	Ctrl+Comma or Ctrl+Shift+Comma
Go to next appointment.	Ctrl+Period or Ctrl+Shift+Period
Set up recurrence for an open appointment or meeting.	Ctrl+G

People

To do this	Press
Dial a new call.	Ctrl+Shift+D
Find a contact or other item (Search).	F3 or Ctrl+E
Enter a name in the Search Address Books **box.**	F11
In Table **or** List **view of contacts, go to the first contact that starts with a specific letter.**	Shift+*letter*
Select all contacts.	Ctrl+A
Create a message with selected contact as subject.	Ctrl+F
Create a contact (when in Contacts**).**	Ctrl+N
Create a contact (from any Outlook **view).**	Ctrl+Shift+C
Open a contact form for the selected contact.	Ctrl+O
Create a contact group.	Ctrl+Shift+L
Print.	Ctrl+P
Update a list of contact group members.	F5
Go to a different folder.	Ctrl+Y
Open the Address Book.	Ctrl+Shift+B
Use Advanced Find.	Ctrl+Shift+F

In an open contact, open the next contact listed.	Ctrl+Shift+Period
Find a contact.	F11
Close a contact.	ESC
Send a fax to the selected contact.	Ctrl+Shift+X
Open the Check Address **dialog box.**	Alt+D
In a contact form, under Internet, display the Email 1 information.	Alt+Shift+1
In a contact form, under Internet, display the Email 2 information.	Alt+Shift+2
In a contact form, under Internet, display the Email 3 information.	Alt+Shift+3

People: in the Electronic Business Cards dialog box

To do this	Press
Open the Add **list.**	Alt+A
Select text in the Label **box when the field with a label assigned is selected.**	Alt+B
Open the Add Card Picture **dialog box.**	Alt+C
Place cursor at beginning of the Edit **box.**	Alt+E
Select the Fields **box.**	Alt+F
Select the Image Align **drop-down box.**	Alt+G
Select the color palette for the background.	Alt+K, Enter
Select the Layout **drop-down box.**	Alt+L
Remove a selected field from the Fields **box.**	Alt+R

Tasks

To do this	Press
Accept a task request.	Ctrl+C
Decline a task request.	Ctrl+D
Find a task or other item.	Ctrl+E
Open the Go to Folder **dialog box.**	Ctrl+Y
Create a task when in Tasks **view.**	Ctrl+N
Create a task from any Outlook view.	Ctrl+Shift+K
Open selected item.	Ctrl+O
Print selected item.	Ctrl+P
Select all items.	Ctrl+A
Delete selected item.	Ctrl+D
Forward a task as an attachment.	Ctrl+F
Create a task request.	Ctrl+Shift+Alt+U
Switch between the Folder **pane,** Tasks **list, and** To-Do **bar.**	Tab or Shift+Tab
Undo last action.	Ctrl+Z
Flag an item or mark complete.	Insert

Format text

To do this	Press
Display the **Format** menu.	**Alt+O**
Display the Font **dialog box.**	Ctrl+Shift+P
Switch case (with text selected).	Shift+F3
Format letters as small capitals.	Ctrl+Shift+K
Make letters bold.	Ctrl+B

Add bullets.	Ctrl+Shift+L
Make letters italic.	Ctrl+I
Increase indent.	Ctrl+T
Decrease indent.	Ctrl+Shift+T
Left align.	Ctrl+L
Center.	Ctrl+E
Underline.	Ctrl+U
Increase font size.	Ctrl+Right bracket or Ctrl+Shift+Greater-than sign
Decrease font size.	Ctrl+Left bracket or Ctrl+Shift+Less-than sign
Cut.	Ctrl+X or Shift+Delete
Copy.	Ctrl+C or Ctrl+Insert **Note:** Ctrl+Insert is not available in the **Reading** pane
Paste.	Ctrl+V or Shift+Insert
Clear formatting.	Ctrl+Shift+Z or Ctrl+Spacebar
Delete the next word.	Ctrl+Shift+H
Justify text (stretch a paragraph to fit between the margins}.	Ctrl+Shift+J
Apply styles.	Ctrl+Shift+S
Create a hanging indent.	Ctrl+T
Insert a hyperlink.	Ctrl+K
Left align a paragraph.	Ctrl+L
Right-align a paragraph.	Ctrl+R
Reduce a hanging indent.	Ctrl+Shift+T
Remove paragraph formatting.	Ctrl+Q

Add web information to items

To do this	Press
Insert or edit a hyperlink in the body of an item.	Ctrl+K

Printing

To do this	Press
Open the Print **tab in** Backstage **view.**	Alt+F, P
Print an item from an open window.	Alt+F, P, F, and then 1
Open the Page Setup **dialog box from** Print **view.**	Alt+S or Alt+U
Select a printer from Print **view.**	Alt+F, P, and then I
Open the Print Options **dialog box.**	Alt+F, P, and then R

Send/Receive

To do this	Press
Start a send/receive for all defined Send/Receive **groups with** Include this group in Send/Receive **(F9) selected. This can include headers, full items, specified folders, items less than a specific size, or any combination that you define.**	F9
Start a send/receive for the current folder, retrieving full items (header, item, and any attachments).	Shift+F9
Start a send/receive.	Ctrl+M
Define Send/Receive **groups.**	Ctrl+Alt+S

Visual Basic Editor

To do this	Press
Open Visual Basic Editor.	Alt+F11

Macros

To do this	Press
Play macro.	Alt+F8

Forms

To do this	Press
Create an InfoPath form.	Place the focus on an InfoPath folder, and then press Ctrl+N
Close an InfoPath form.	Ctrl+Shift+Alt+T

Views: Table view

To do this	Press
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
Go to the next or previous item without extending the selection.	Ctrl+Up arrow or Ctrl+Down arrow
Select or cancel selection of the active item.	Ctrl+Spacebar

Views: With a group selected

To do this	Press
Expand a single selected group.	The right arrow key
Collapse a single selected group.	The left arrow key
Select the previous group.	The up arrow key
Select the next group.	The down arrow key
Select the first group.	Home

Select the last group.	End
Select the first item on screen in an expanded group or the first item off screen to the right.	The right arrow key

Views: Calendar 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)
Switch to Week **view.**	Alt+Minus sign
Switch to Month **view.**	Alt+Equal sign
Move between Calendar **view,** TaskPad**, and the** Folder **list.**	Ctrl+Tab or F6
Select the previous appointment.	Shift+Tab
Go to the previous day.	The left arrow key
Go to the next day.	The right arrow key
Go to the same day in the next week.	Alt+Down arrow
Go to the same day in the previous week.	Alt+Up arrow

Views: 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
Select the previous block of time.	The up arrow key
Select the next block of time.	The down arrow key
Select the block of time at the top of the screen.	Page Up
Select the block of time at the bottom of the screen.	Page Down
Extend or reduce the selected time.	Shift+Up arrow or Shift+Down arrow, respectively
Move an appointment up or down.	With the cursor in the appointment, press Alt+Up arrow or Alt+Down arrow, respectively
Change an appointment's start or end time.	With the cursor in the appointment, press Alt+Shift+Up arrow or Alt+Shift+Down arrow, respectively
Move selected item to the same day in the next week.	Alt+Down arrow
Move selected item to the same day in the previous week.	Alt+Up arrow

Views: 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
Change the duration of the selected block of time.	Shift+Left arrow, Shift+Right arrow, Shift+Up arrow, or Shift+Down arrow; or Shift+Home or Shift+End

Views: 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

Date navigator

To do this	Press
Go to the first day of the current week.	Alt+Home
Go to the last day of the current week.	Alt+End
Go to the same day in the previous week.	Alt+Up arrow
Go to the same day in the next week.	Alt+Down arrow

Business cards or Address view

To do this	Press
Select a specific card in the list.	Type one or more letters of the name that the card is filed under, or type the name of the field you are sorting by
Select the previous card.	The up arrow key
Select the next card.	The down arrow key
Select the first card in the list.	Home
Select the last card in the list.	End
Select the first card on the current page.	Page Up
Select the first card on the next page.	Page Down
Select the closest card in the next column.	The right arrow key
Select the closest card in the previous column.	The left arrow key
Select or cancel selection of the active card.	Ctrl+Spacebar
Extend the selection to the previous card and cancel selection of cards after the starting point.	Shift+Up arrow
Extend the selection to the next card and cancel selection of cards before the starting point.	Shift+Down arrow
Extend the selection to the previous card, regardless of the starting point.	Ctrl+Shift+Up arrow
Extend the selection to the next card, regardless of the starting point.	Ctrl+Shift+Down arrow
Extend the selection to the first card in the list.	Shift+Home
Extend the selection to the last card in the list.	Shift+End
Extend the selection to the first card on the previous page.	Shift+Page Up
Extend the selection to the last card on the last page.	Shift+Page Down

Business cards: Move between fields in an open card

To use the following keys, make sure that a field in a card is selected.

To do this	Press
Move to the next field and control.	**The Tab key**
Move to the previous field and control.	Shift+Tab
Close the active card.	Enter or Escape

Business cards: Move between characters in a field

To use the following keys, make sure that a field in a card is selected or that the focus is located in the field.

To do this	Press
Add a line in a multiline field.	Enter
Move to the beginning of a line.	Home
Move to the end of a line.	End
Move to the beginning of a multiline field.	Page Up
Move to the end of a multiline field.	Page Down
Move to the previous line in a multiline field.	The up arrow key
Move to the next line in a multiline field.	The down arrow key
Move to the previous character in a field.	The left arrow key
Move to the next character in a field.	The right arrow key

Timeline view (Tasks): When an item is selected

To do this	Press
Select the previous item.	The left arrow key
Select the next item.	The right arrow key
Select multiple adjacent items.	Shift+Left arrow or Shift+Right arrow
Select multiple nonadjacent items.	Ctrl+Left arrow+Spacebar or Ctrl+Right arrow+Spacebar
Open the selected items.	Enter
Select the first item on the timeline (if items are not grouped) or the first item in the group.	Home
Select the last item on the timeline (if items are not grouped) or the last item in the group.	End
Display (without selecting) the first item on the timeline (if items are not grouped) or the first item in the group.	Ctrl+Home
Display (without selecting) the last item on the timeline (if items are not grouped) or the last item in the group.	Ctrl+End

Timeline view (Tasks): When a group is selected

To do this	Press
Expand the group.	Enter or right arrow
Collapse the group.	Enter or left arrow
Select the previous group.	The up arrow key
Select the next group.	The down arrow key
Select the first group on the timeline.	Home
Select the last group on the timeline.	End
Select the first item on screen in an expanded group or the first item off screen to the right.	The right arrow key

Timeline view (Tasks):
When a unit of time on the time scale for days is selected

To do this	Press
Move back in increments of time that are the same as those shown on the time scale.	The left arrow key
Move forward in increments of time that are the same as those shown on the time scale.	The right arrow key
Switch between active view, the To-Do **bar,** Search**, and back to active view.**	The Tab key and Shift+Tab