

Microsoft Outlook 2013

Lesson 2

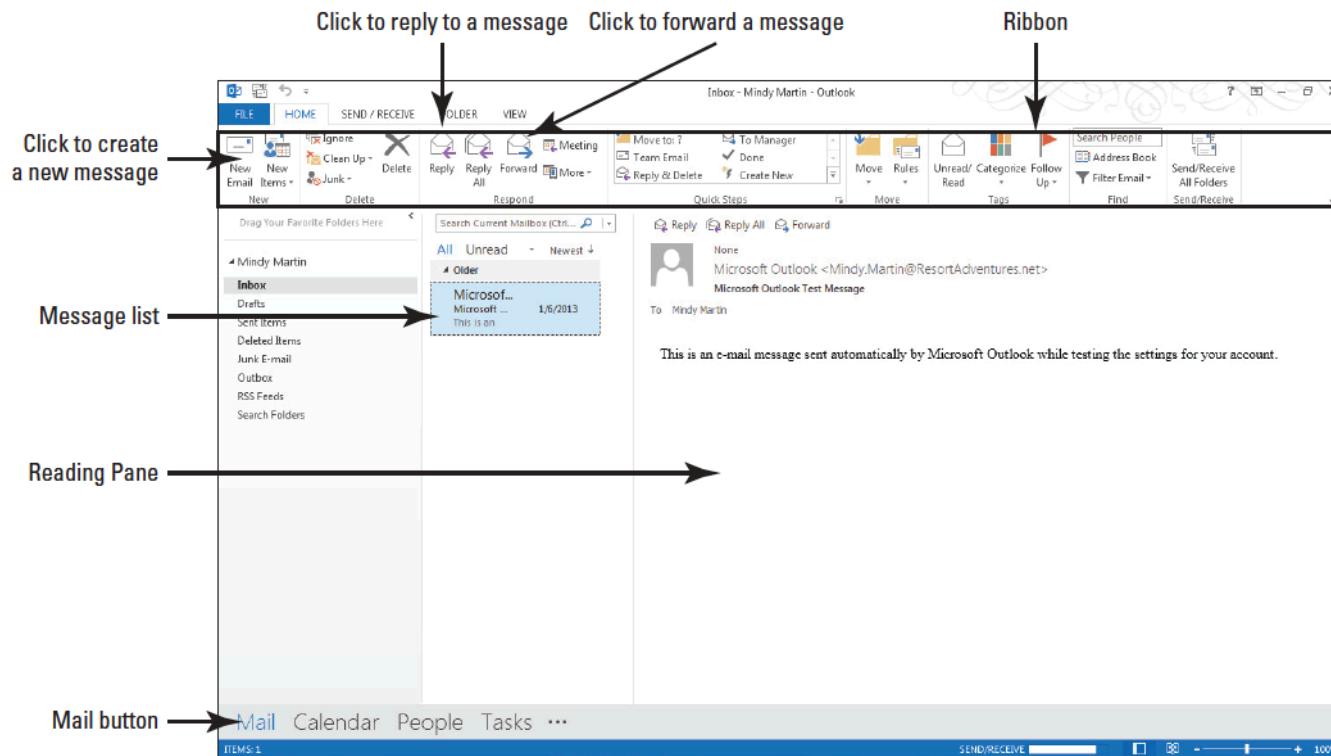
Email Basics

Objectives

Skills	Exam Objective	Objective Number
Creating Messages	Create messages Change text formats for all outgoing messages	2.1.1 1.1.2
Sending a Message	Add cc and bcc to messages	2.1.5
Reading and Responding to Messages	Reply to sender only Reply to all Forward messages Print messages Save messages in alternate formats	2.1.8 2.1.7 2.1.2 1.3.1 1.3.7
Formatting Messages	Format text Apply themes and styles	2.2.1 2.2.3
Personalizing Messages	Create and assign signatures Format signatures Add a signature to specific messages	1.2.2 2.2.6 2.2.5
Working with Quick Parts	Create and use Quick Parts	2.2.7
Inserting and Formatting Graphic Message Content	Insert images Insert hyperlinks	2.2.4 2.2.2
Working with Attachments	Add/remove message Set attachment reminder options Preview attachments Save message attachments	2.1.4 2.3.11 1.3.4 1.3.3

Step by Step: Compose a Message

- **GET READY. LAUNCH** Outlook if it is not already running.
 1. If necessary, click the **Mail** button in the Navigation bar to display the Mail folder, as shown below.



Step by Step: Compose a Message

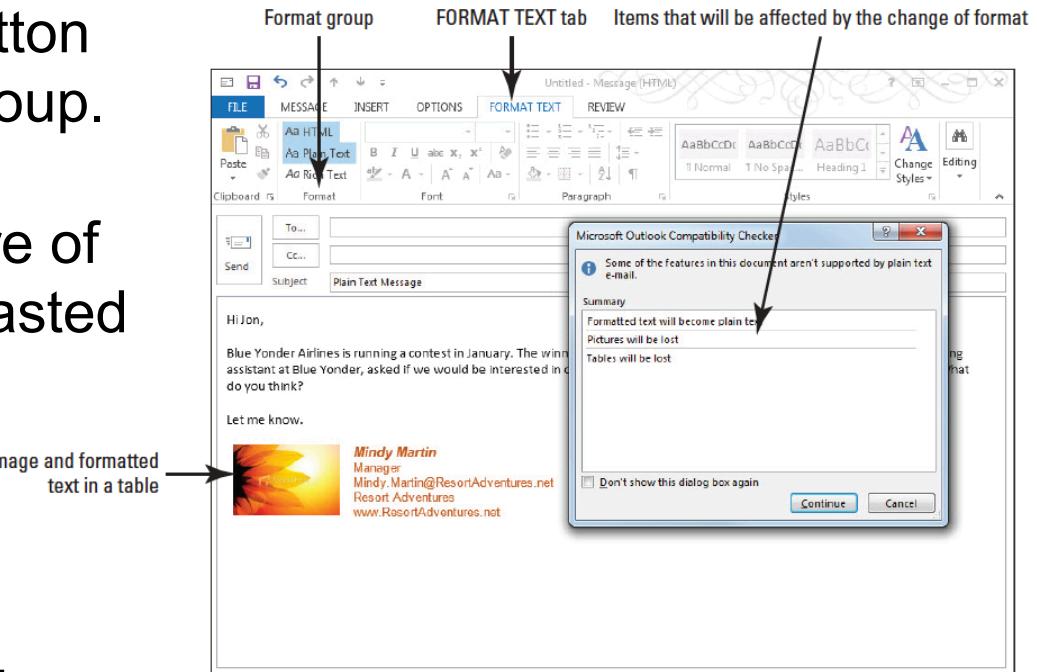
2. Click the **New Email** button on the HOME tab. The Message window is displayed.
 3. Click the message area.
 4. Key **Hi Jon,** [press **Enter** twice.]
 5. Key **Blue Yonder Airlines is running a contest in January.**
The winner gets free round trip airfare to Cincinnati. Terry Crayton, a marketing assistant at Blue Yonder, asked if we would be interested in offering a free weekend at Resort Adventures as part of the prize. What do you think? [Press **Enter** twice.]
 6. Key **Let me know.** [Press **Enter** twice.]
 7. Key **Mindy Martin.** [Press **Enter**.]
- **PAUSE. LEAVE** the Outlook Message window open to use in the next exercise.

Step by Step: Select a Message Format

- **USE** the message you created in the previous exercise.
 1. **OPEN** the *Picture Signature* document in the data files for this lesson.
 2. Select the table containing the picture and Mindy Martin's contact information.
 3. Right-click the table and click **Copy** on the shortcut menu.
 4. Close the *Picture Signature* document.
 5. Select the text **Mindy Martin** in the message window that you opened in the previous exercise.

Step by Step: Select a Message Format

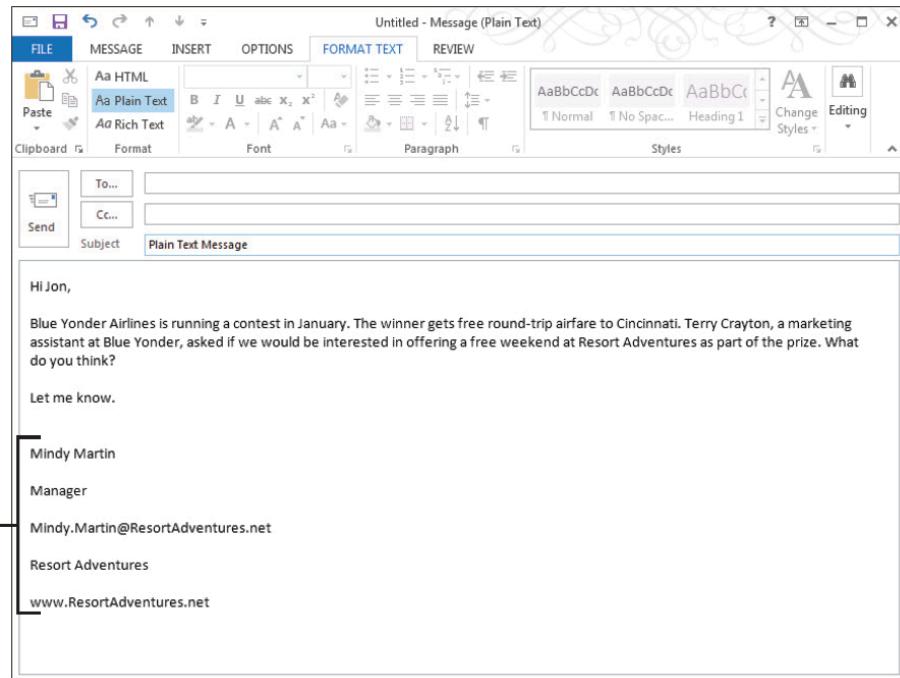
6. Click the **Paste** button in the Clipboard group. Mindy's signature, including the picture of the sunflower, is pasted into the message.
7. In the Subject field, key **Plain Text Message**.
8. Click the **FORMAT TEXT** tab, as shown at right.
9. In the Format group, click **Plain Text**. The Microsoft Outlook Compatibility Checker dialog box.



Step by Step: Select a Message Format

10. Click the **Continue** button. The picture and formatting are removed from the message, as shown at right.
- **PAUSE. LEAVE** the Plain Text Message—Message window open to use in the next exercise.

Image and formatted text
is replaced with plain text



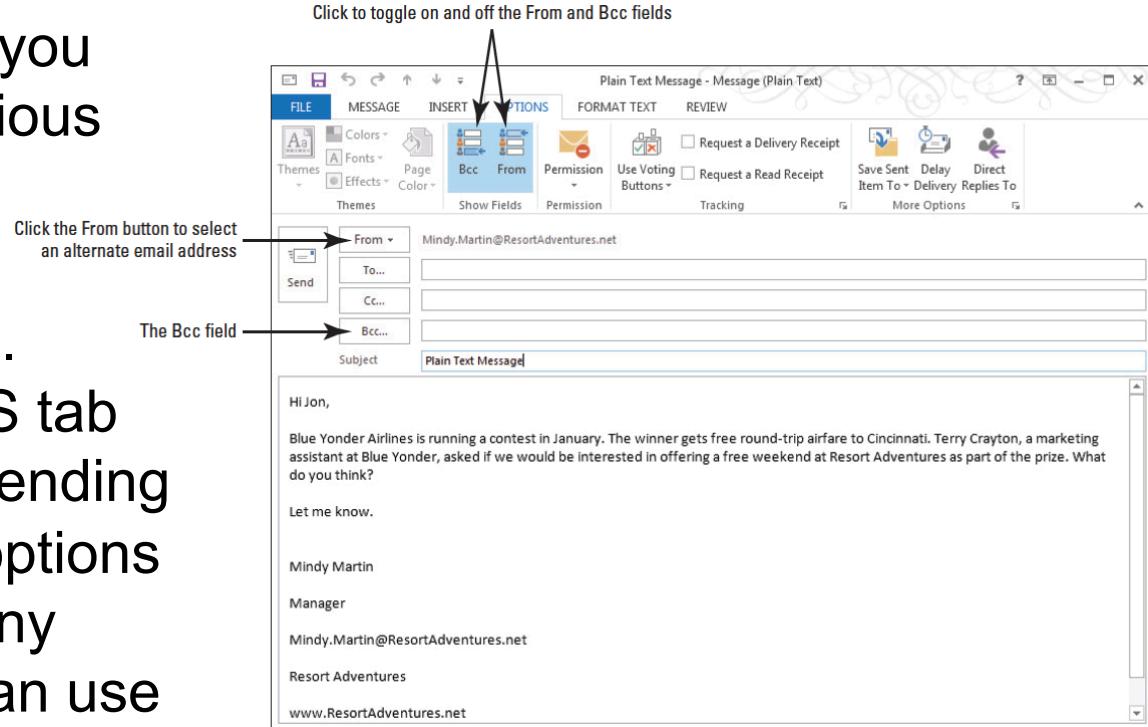
Step by Step: Show or Hide the From and Bcc Fields

- **USE** the message you created in the previous exercise.

1. Click the **OPTIONS** tab.

The **OPTIONS** tab displays the sending and delivery options as well as many options you can use to customize the message.

2. In the Show Fields group, click **Bcc**. The **Bcc** field appears in the Message window, as shown above.



Step by Step: Show or Hide the From and Bcc Fields

3. In the Show Fields group, click **From**. The *From* field appears in the Message window.
 4. In the *Bcc* field, key [your email address].
 5. In the Show Fields group, click **From**. The *From* field is once again hidden from view.
- **PAUSE. LEAVE** the Plain Text Message—Message window open to use in the next exercise.

Step by Step: Send a Message

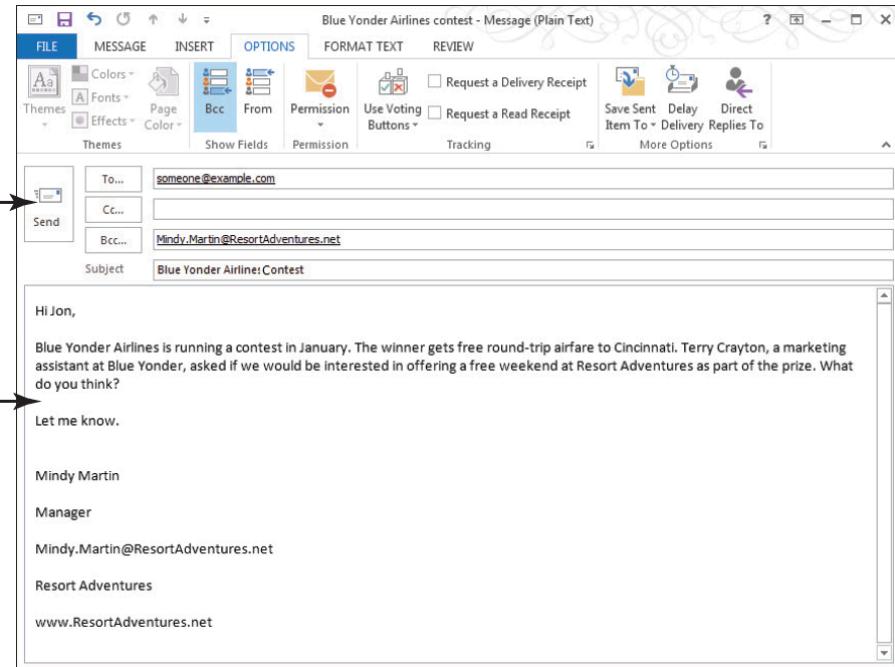
- **USE** the message you worked on in the previous exercise.
 1. Click the **To** field. Key **someone@example.com** or key **[the email address of a friend or coworker]**. To send the message to more than one recipient, key a semicolon (;) and then key another email address.

Step by Step: Send a Message

2. Select the previously keyed text in the **Subject** field and key **Blue Yonder Airlines Contest.** The message is now ready to send, as shown at right.

Click to send the message →

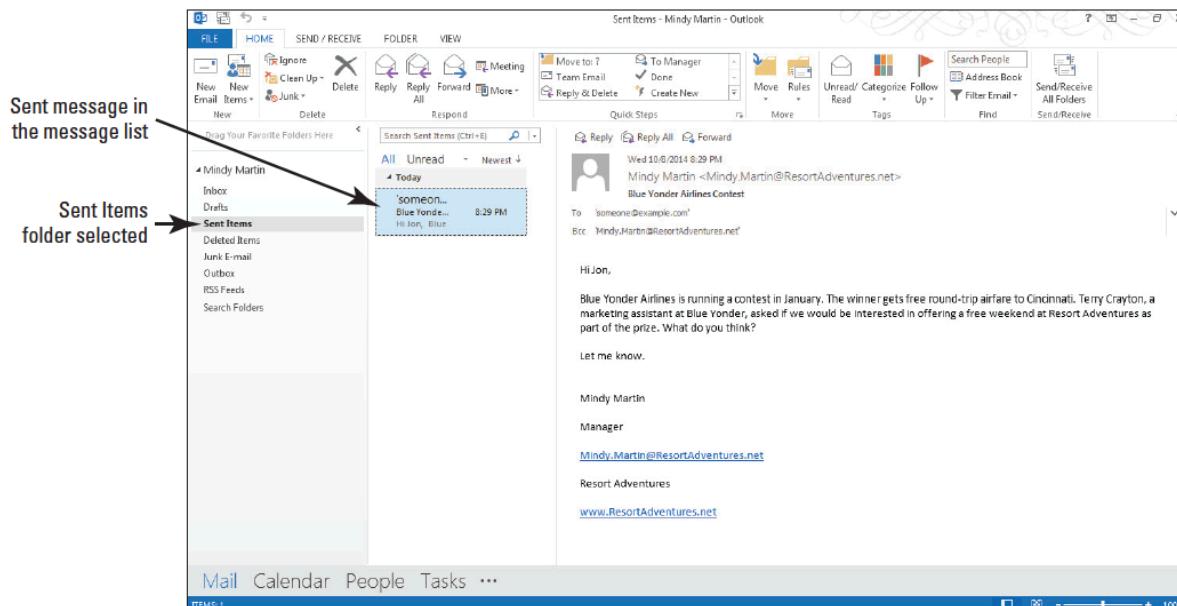
Message →



3. Click the **Send** button. The Message window closes, and the message is moved to the Outbox.
- **PAUSE. LEAVE** Outlook open to use in the next exercise.

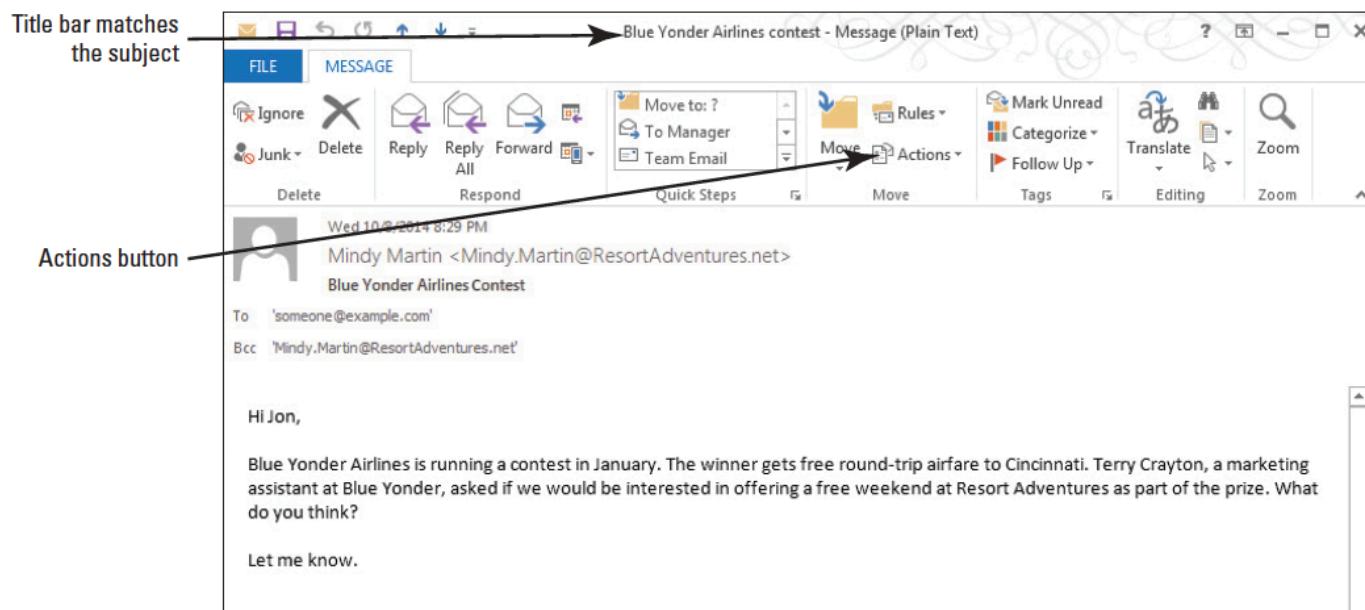
Step by Step: Resend a Message

- **USE** the message you created in the previous exercise.
 1. In the Folder Pane, click the **Sent Items** folder. The email messages you send will be listed as items in the Sent Items folder, as shown below.



Step by Step: Resend a Message

2. In the list of items that have been sent, double-click the message you sent in the last exercise. The message is displayed in a new window, as shown below. The title bar of the new window is the subject of the message.

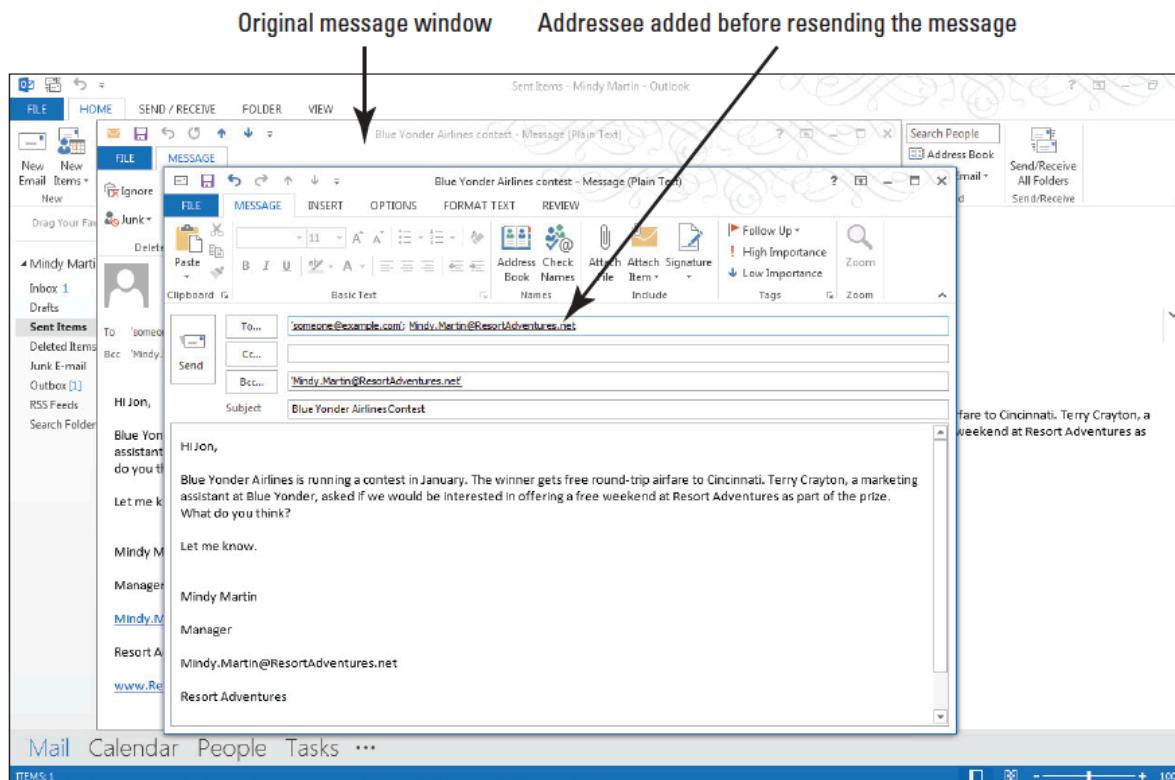


Step by Step: Resend a Message

3. Click the **Actions** button in the Move group on the MESSAGE tab.
4. Select the **Resend This Message** option from the menu that appears. This opens the message in a new window, enabling you to make modifications to the original message.

Step by Step: Resend a Message

5. Click after the addressee in the **To** field. Key a semicolon (;) and an additional email address, as shown below.

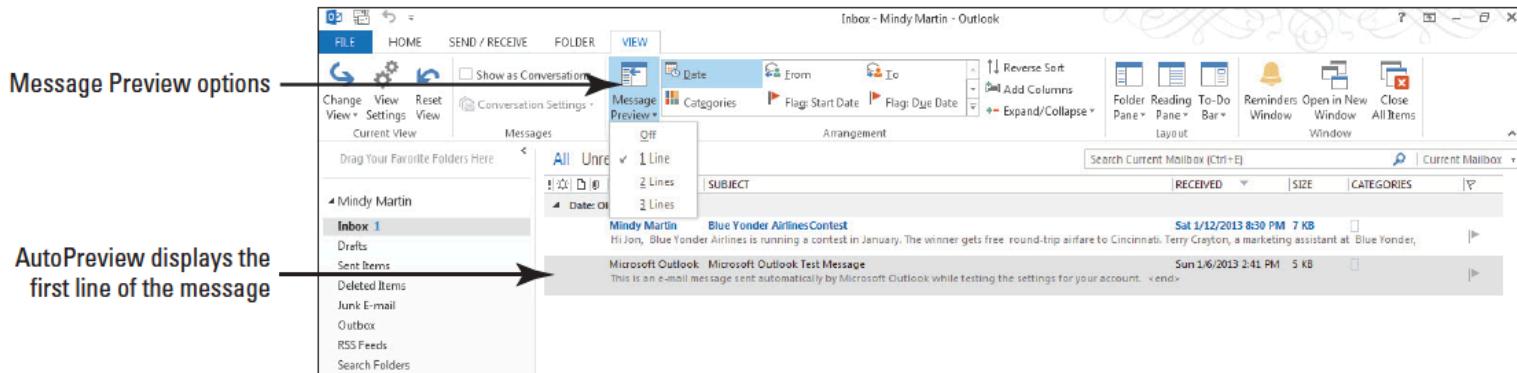


Step by Step: Resend a Message

6. Click the **Send** button. The Message window closes, and the message is moved to the Outbox. The message is sent when your computer is connected to the Internet.
 7. Close the original Message window.
- **PAUSE. LEAVE** Outlook open to use in the next exercise.

Step by Step: Automatically Previewing Messages

- **USE** the message you created in the previous exercise.
 1. In the Folder Pane, click the **Inbox** folder. The Inbox is displayed.
 2. On the **VIEW** tab, click the **Change View** button. The available views for this folder appear below the Current View group.
 3. Select the **Preview** option. The Inbox folder's layout changes: The Reading Pane disappears, and the messages appear in a list format. Notice that the first line of text in each unread message is displayed, as shown below.

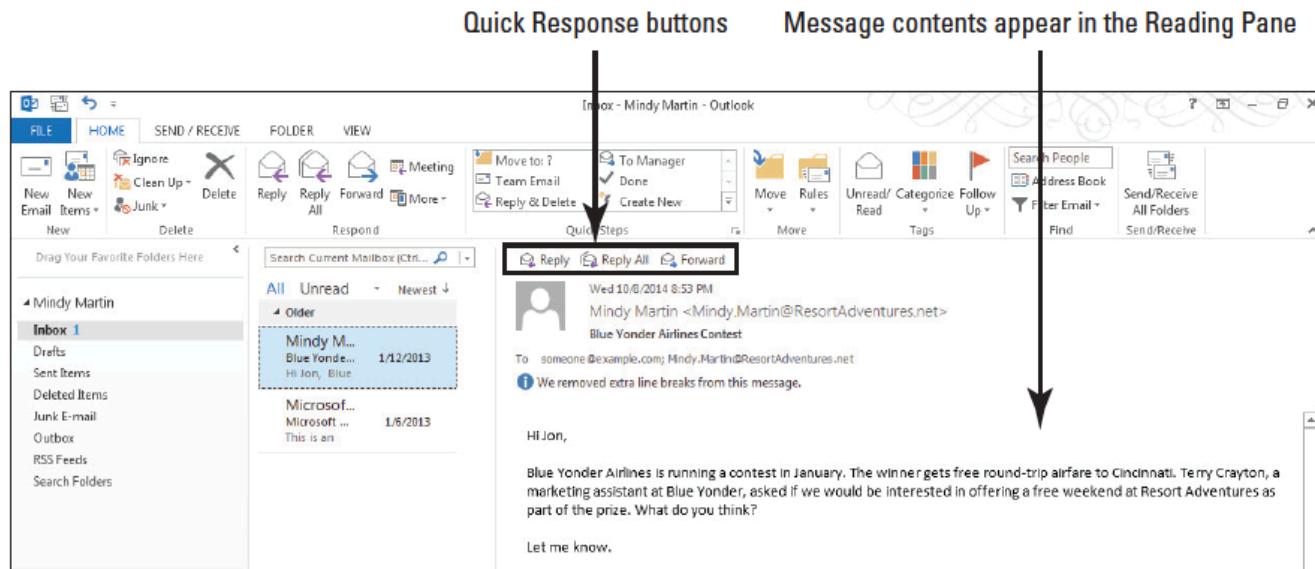


Step by Step: Automatically Previewing Messages

4. On the VIEW tab, click the **Message Preview** button.
 5. Select **3 Lines** from the drop list. Outlook asks you whether you want to apply the change to All Mailboxes or This Folder.
 6. Click **This Folder**. The Preview view changes to display three lines per email.
 7. On the VIEW tab, click the **Reset View** button and click **Yes** to return the Preview view to its default settings.
 8. On the VIEW tab, click the **Change View** button.
 9. Select **Compact** from the available views to return to the default view.
- **PAUSE. LEAVE** Outlook open to use in the next exercise.

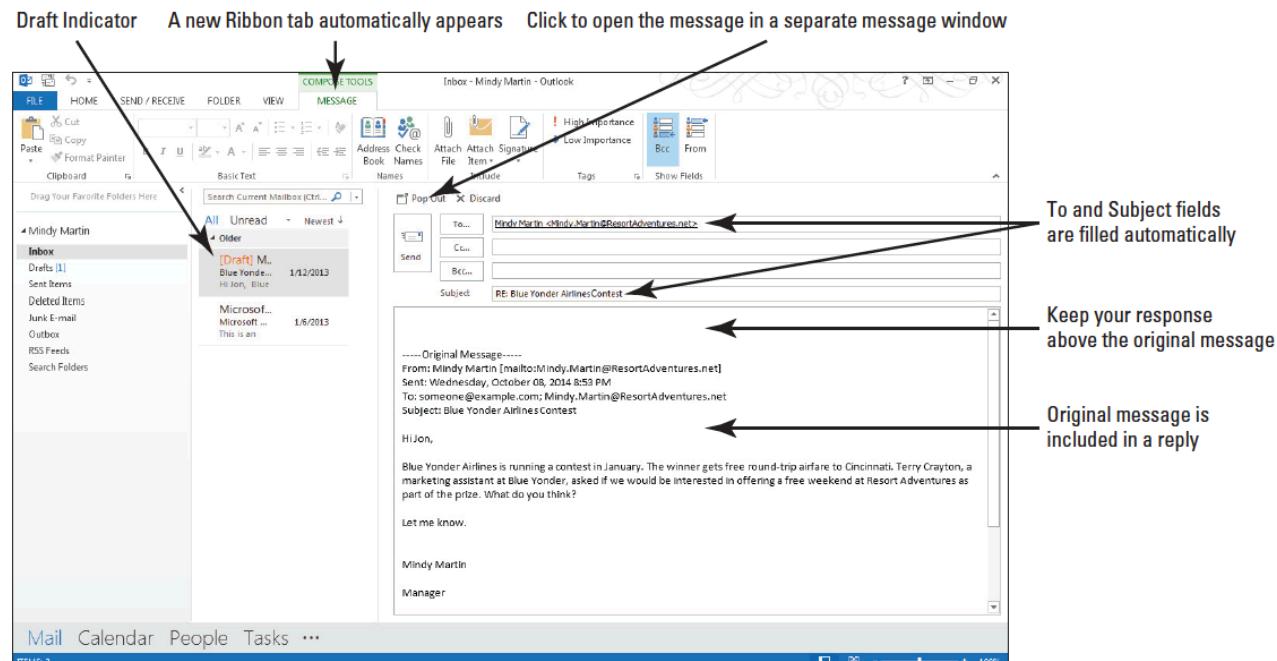
Step by Step: Send a Reply to a Message

- **USE** the message you received when you sent a message to yourself in a previous exercise.
 1. In the Inbox, click the message with the subject **Blue Yonder Airlines Contest**. The message is selected, and a preview appears in the Reading Pane, as shown below



Step by Step: Send a Reply to a Message

- Click the **Reply** button in the Reading Pane. The new message is displayed in the Reading Pane and the To and Subject fields are already automatically filled in based on the original message, as shown below.



Step by Step: Send a Reply to a Message

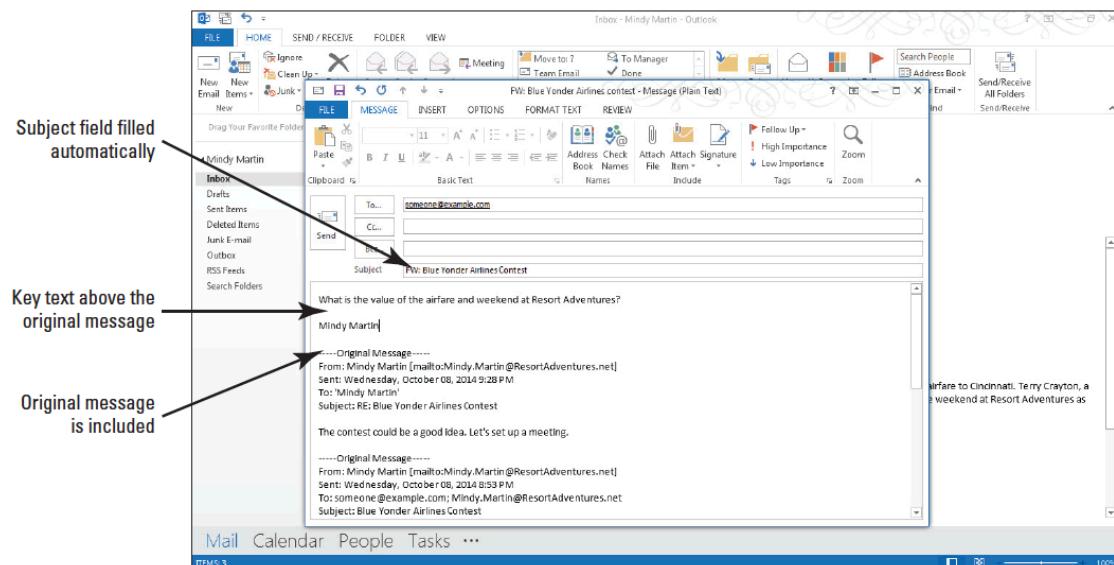
3. Key **The contest could be a good idea. Let's set up a meeting.**
 4. Click the **Send** button. The reply is moved to the Outbox. The message is sent when your computer is connected to the Internet.
- **PAUSE. LEAVE** Outlook open to use in the next exercise.

Step by Step: Forwarding a Message

- **USE** the message you received when you sent a message to yourself in a previous exercise.
 1. In the Inbox, click the message that you created in the last exercise. The message is selected.
 2. Click the **Forward** button in the Reading Pane. The new message is displayed in the Reading Pane and the contents of the original message are included at the bottom of the message.
 3. In the **To** field, key **someone@example.com**.
 4. Click the **Pop Out** button that appears at the top of the Reading Pane. The message moves to a message window.
 5. Click the message area above the original message. Key **What is the value of the airfare and weekend at Resort Adventures?**

Step by Step: Forwarding a Message

6. [Press **Enter** twice.] Key **[your name]**, as shown below.
 7. Click the **Send** button. The Message window closes, and the message is moved to the Outbox. The message is sent when your computer is connected to the Internet.
- **PAUSE. LEAVE** Outlook open to use in the next exercise.



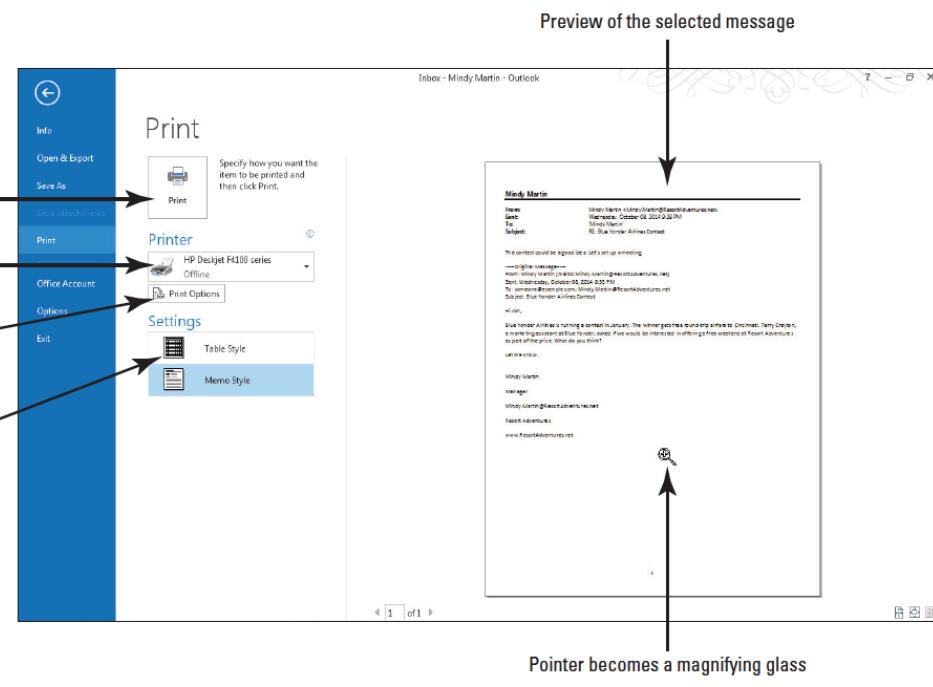
Step by Step: Print an Email Message

- **USE** the message you created in the previous exercises.

1. In the Inbox, click the message with the subject
RE: Blue Yonder Airlines Contest.

The message is selected.

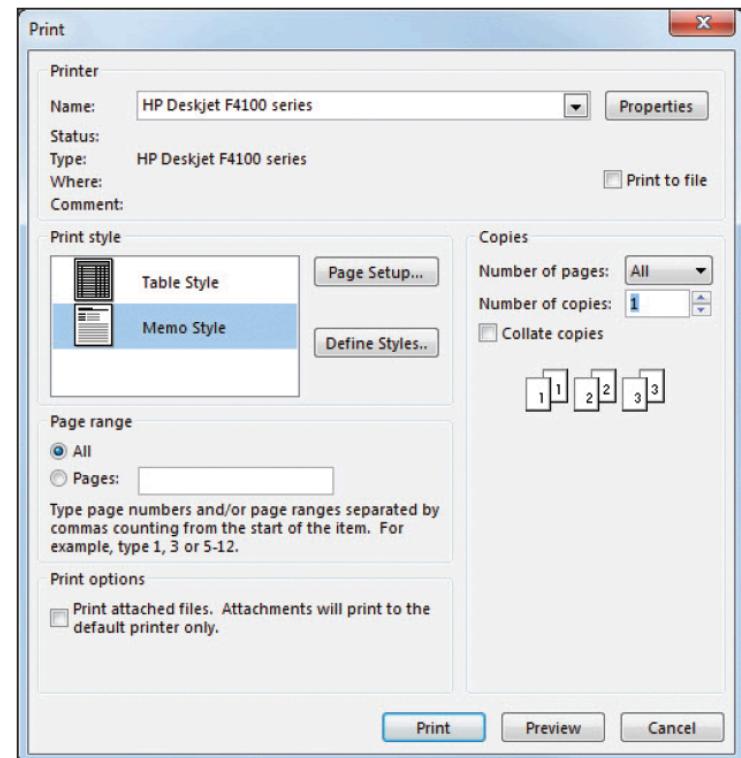
Click to print message using the current settings
Click to select a printer
Click to see additional settings
Message printing styles



2. Click the **FILE tab** to open the Backstage view and click the **Print** command in the Navigation Pane. The preview pane appears on the right ~~of the page~~, as shown above.

Step by Step: Print an Email Message

3. Move the pointer over the document preview, and notice that it changes to a magnifying glass.
4. Click the document to zoom in and again to zoom out.
5. Click the **Printer** button to display a list of available printers. Select the printer you want to use from the list.
6. Click the **Print Options** button to display the Print dialog box, as shown at right. Notice the available printing options.



Step by Step: Print an Email Message

7. In the Copies area, click the **upward-pointing arrow** next to the *Number of copies* box to change it to 2.
 8. Click **Print** to print two copies of the letter.
- **PAUSE. LEAVE** Outlook open to use in the next exercise.
 - You printed two copies of the message in this activity. If the message were longer, you could have chosen other options, such as printing a range of pages, collating the pages, or printing multiple pages per sheet.

Step by Step: Save a Message in an External Format

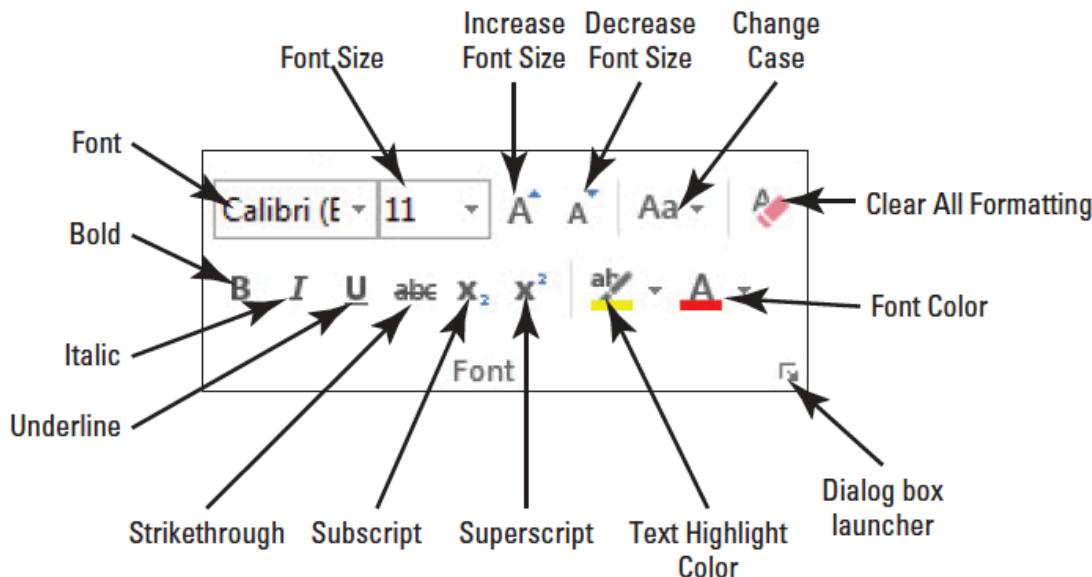
- **USE** the message you created in the previous exercises.
 1. Click the **FILE tab** to open the Backstage view; then click **Save As**. The Save As dialog box is displayed, showing the Documents folder.
 2. Navigate to the **Outlook Lesson 2** folder. You can also choose a different folder in which to store the file from the folders list.
 3. In the **Save as type** box, click the **downward-pointing arrow** and choose **Text Only (*.txt)**.
 4. In the **File Name** box, key **Sample Saved Message**.
 5. Click **Save** to close the dialog box and save the document.
- **PAUSE. LEAVE** Outlook open to use in the next exercise.
- You can save a message as a file in a folder on your hard drive, a network location, a CD, the desktop, or another storage location.

Step by Step: Use Formatting Tools

- **GET READY. LAUNCH** Outlook if it is not already running.
 1. If necessary, click the **Mail** button in the Navigation bar to display the Mail folder.
 2. Click the **New Email** button on the HOME tab. The Message window is displayed.
 3. Open the **Promotional Flyer** document in the data files for this lesson, and select all the text.
 4. Right-click and click **Copy** on the shortcut menu.
 5. Close the **Promotional Flyer** document, navigate back to your new message, and click the message area.
 6. Click **Paste** in the Clipboard group on the MESSAGE tab. The text of the **Promotional Flyer** is pasted into the message.
 7. Select all the text in the message area.

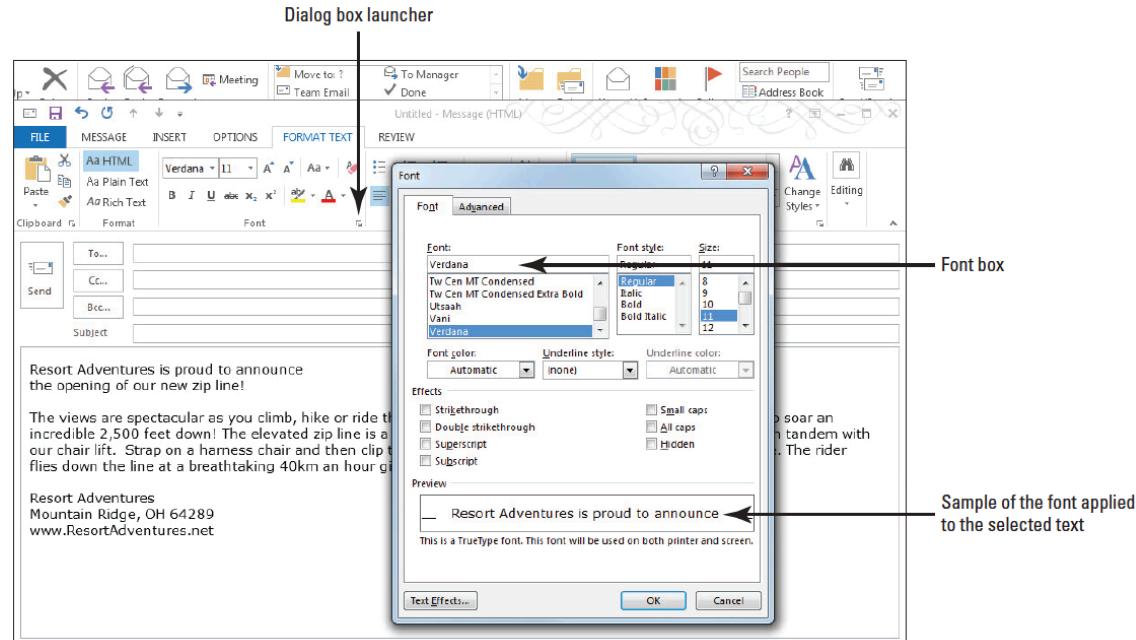
Step by Step: Use Formatting Tools

8. Click the **FORMAT TEXT** tab to display the Font group, as shown below.
9. In the Font group, click the **dialog box launcher**. The Font dialog box appears.



Step by Step: Use Formatting Tools

10. Click the **down arrow** in the selection pane under the Font box to scroll through the list to select **Verdana**, as shown at right. Notice that the Preview area displays how your selected text will look with each font selected.
11. Click **OK** to close the dialog box and apply the format.



Step by Step: Use Formatting Tools

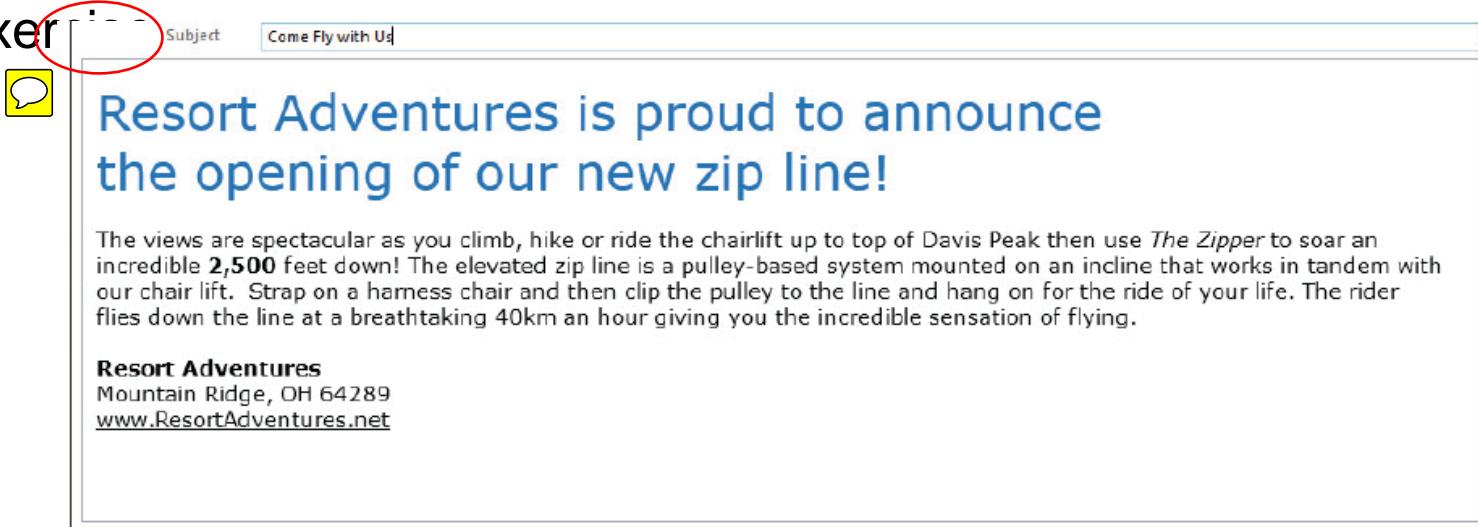
12. Select the first sentence in the message area (be sure to select both lines).
13. Click the **Font Size** arrow in the Font group and select 36. The text size changes to 36.
14. With the text still selected, click the **Font Size** box and key 22. ~~[Press Enter]~~. The text size shrinks considerably.
15. With the text still selected, click the **Increase Font** button three times and then the **Decrease Font** button one time. The text is now resized to 26.
16. With the text still selected, click the **Font Color** arrow and select **Blue, Accent 1, Darker 25%** from the gallery that appears. The text changes to medium blue color.

Step by Step: Use Formatting Tools

17. Select the text **Resort Adventures** near the bottom of the message and click **Bold**. The text is made bold to draw more attention to it.
18. Select the web address at the bottom of the message and click **Underline**.
19. Select the text **The Zipper** and click **Italic**.
20. Select the text **Resort** near the bottom of the message, and click the **Format Painter** button in the Clipboard group. The formatting details are stored in the clipboard.
21. Click one of the zeros in **2,500** in the main paragraph. The text **500** becomes bold, but the rest of the number doesn't. The Format Painter applies the format to the entire word, but because there is a comma in this number, Format Painter interprets it as two different words.

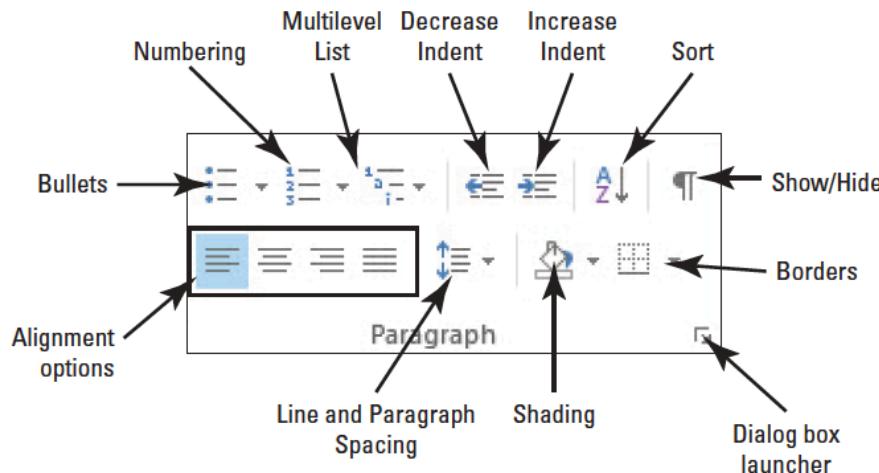
Step by Step: Use Formatting Tools

22. Click the **Format Painter** button again to copy the format, and this time click and drag the cursor across the entire number **2,500**. The format is applied to the entire number.
 23. In the **Subject** field, key **Come Fly with Us**. Your message should look like the one shown below.
- **PAUSE. LEAVE** the Outlook Message window open to use in the next exercise.



Step by Step: Format Paragraphs

- **USE** the message you created in the previous exercise.
 1. If necessary, open the **Come Fly with Us** message that you worked on in the previous exercise and click at the top of the message area.
 2. Click the **FORMAT TEXT** tab to display the Paragraph group, as shown below.

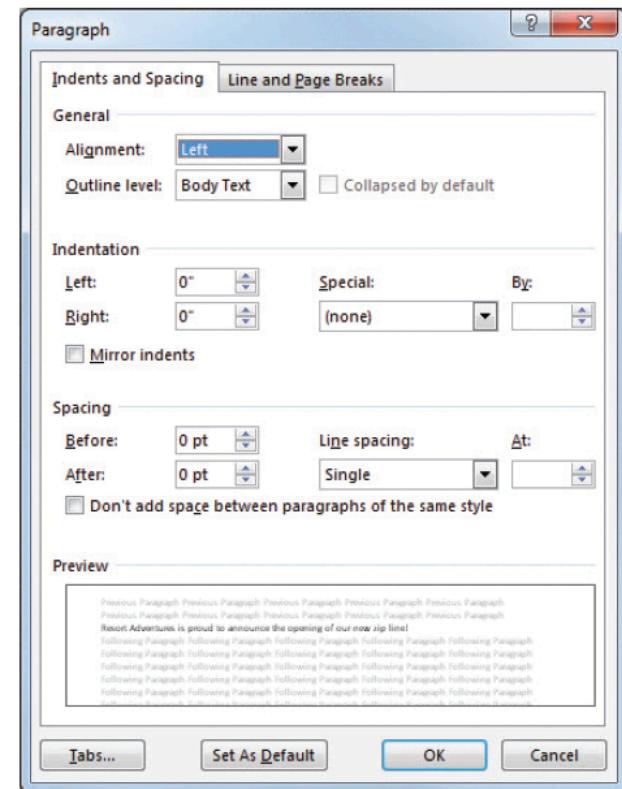


Step by Step: Format Paragraphs

3. Click the **Show/Hide** button in the Paragraph group of the FORMAT TEXT tab. The paragraph symbol (¶) appears at the end of each paragraph.
4. Select the paragraph symbol (¶) after the word *announce* at the end of the first line and press **Delete**.
5. Press **Spacebar**. The first sentence becomes one paragraph.
6. Click after the word *opening* and press **Shift+Enter** to create a manual line break.

Step by Step: Format Paragraphs

7. Click anywhere in the first line, and click the **Paragraph group dialog box launcher**. The Paragraph dialog box is displayed, as shown at right.
8. Key **18** in the After box in the Spacing area.
9. Click **OK** to close the dialog box. The spacing between the first paragraph and the second paragraph is increased.

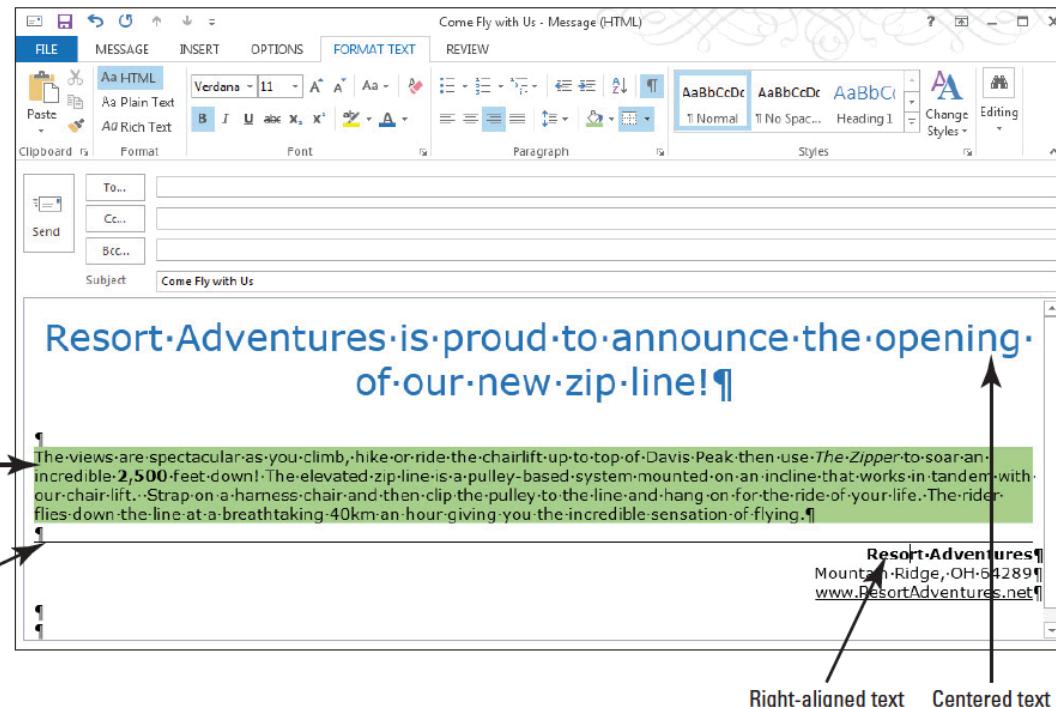


Step by Step: Format Paragraphs

10. Click the **Center** button in the Paragraph group of the FORMAT TEXT tab. The paragraph where the insertion point is located is centered at the top of the message.
11. Click anywhere in the main paragraph, and then click the **Shading button arrow** and select **Dark Blue**. Dark blue shading appears behind the main paragraph. Notice that Outlook automatically changes the font color to white to make text more readable.
12. Click the **Shading button arrow** again, and select **Green, Accent 6, Lighter 40%**. Since you've applied a lighter shading option, the font color automatically changes back to black to make text more readable.
13. Select the last three lines of text and click **Align Right**.
14. Click anywhere in the bolded text *Resort Adventures*, and click the **Borders button arrow**. A menu of border styles is displayed.

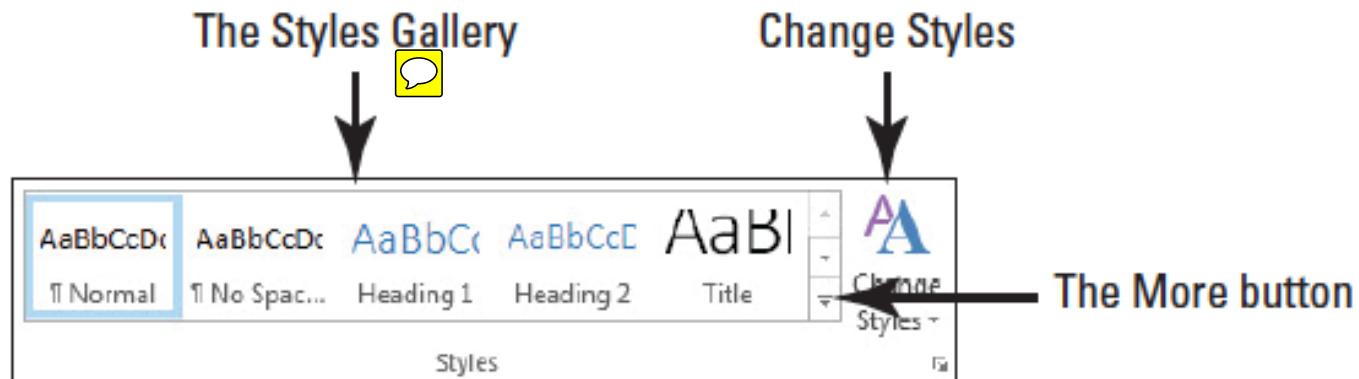
Step by Step: Format Paragraphs

15. Click the **Top Border** button in the menu. A thin line appears above the text. Your message should look like the one below.
- **PAUSE. LEAVE** the Outlook Message window open to use in the next exercise.



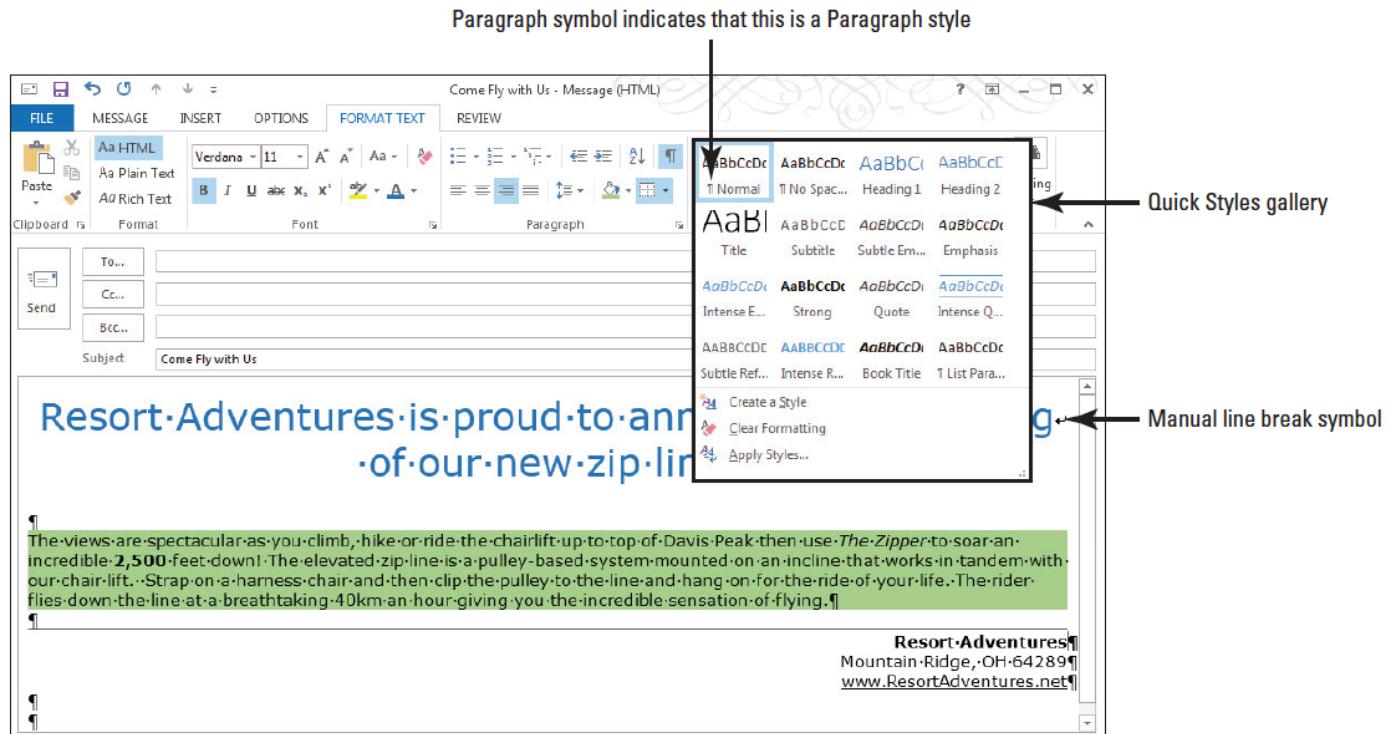
Step by Step: Apply Styles to a Message

- **USE** the message you created in the previous exercise.
 1. If necessary, open the **Come Fly with Us** message that you worked on in the previous exercise and click the **FORMAT TEXT** tab to display the Styles group, as shown below.



Step by Step: Apply Styles to a Message

- Click anywhere in the first sentence (the title), and click the **More** button in the Styles group to display the Quick Styles gallery, as shown below.

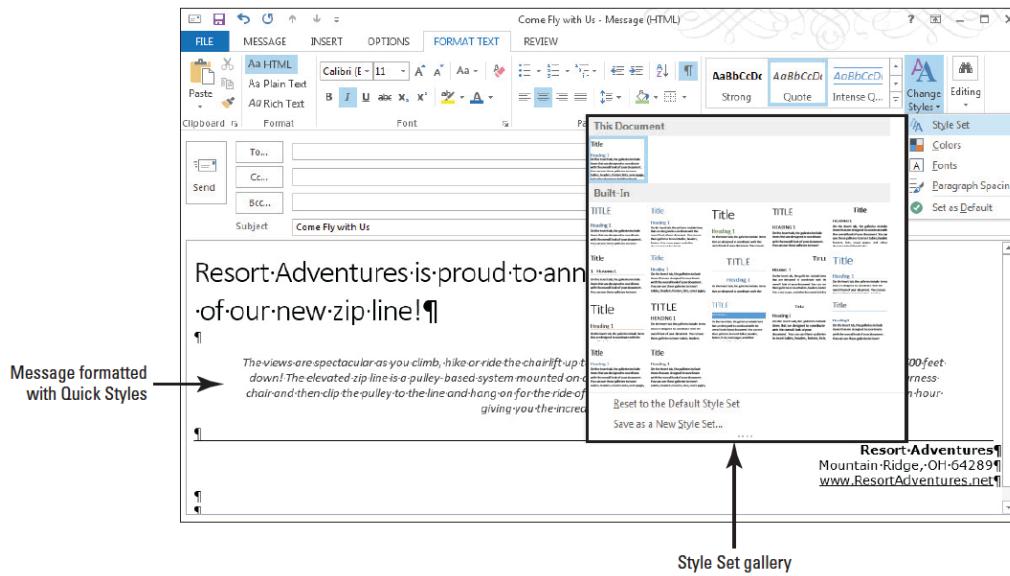


Step by Step: Apply Styles to a Message

3. Place your pointer over any choice on the Quick Styles gallery, and notice that your message changes to show you a preview of that style.
4. Click **Title**. The text changes font, color, and alignment to reflect the Title style.
5. Select the body paragraph that begins “*The views are spectacular . . .*”
6. Click the **More** button to open the Quick Styles gallery again.
7. Place your pointer over any thumbnail in the gallery, and notice that the paragraph changes to show you a preview of that style.

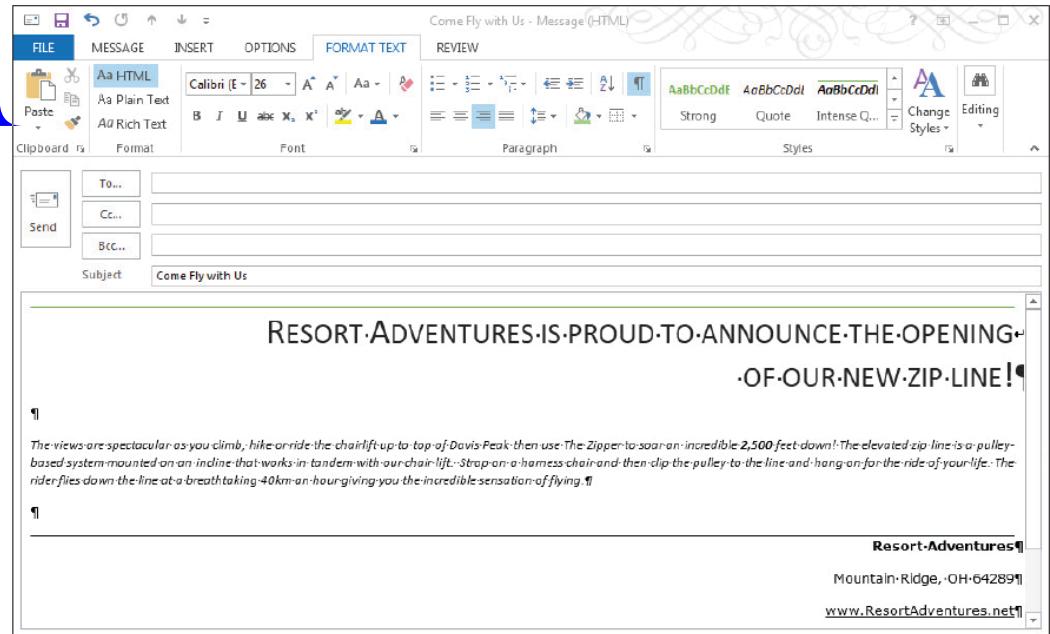
Step by Step: Apply Styles to a Message

8. Click the **Quote** thumbnail. Notice that the style is applied to the paragraph you selected.
9. Click the **Change Styles** button in the Styles group, and point to **Style Set**. A gallery of additional **Style Sets** is displayed, as shown below.



Step by Step: Apply Styles to a Message

10. Point to each of the Style Sets listed. Notice that the formatting of the entire message changes to reflect the style set.
 11. Click on **Lines (Distinctive)**. The message changes to reflect the new style, as shown above.
- **PAUSE. LEAVE** the Outlook Message window open to use in the next exercise.

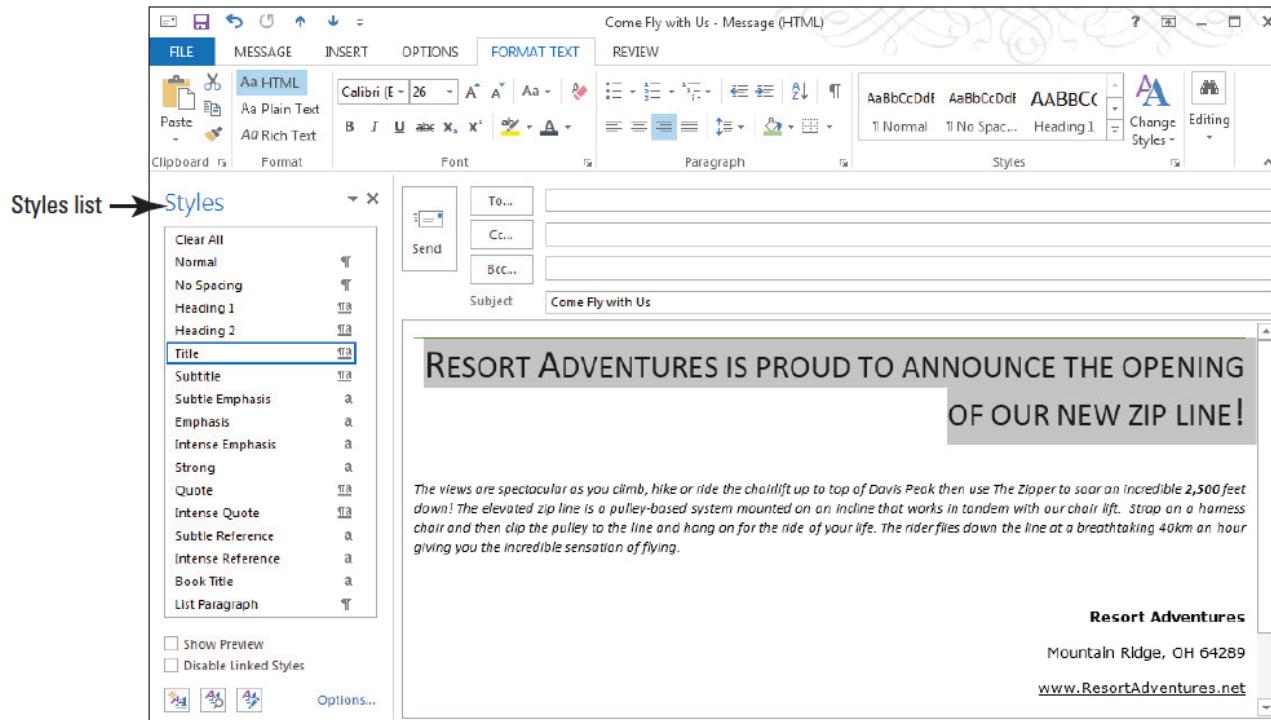


Step by Step: Create Styles

- **USE** the message you created in the previous exercise.
 1. If necessary, open the **Come Fly with Us** message that you worked on in the previous exercise, and click the **FORMAT TEXT** tab to display the Styles group.
 2. If necessary, click the **Show/Hide** button on the **FORMAT TEXT** tab to hide the paragraph marks.
 3. Select the first two lines of text, and click the **dialog box launcher** for the Styles group. The Styles list is displayed as a floating box in the Message window.

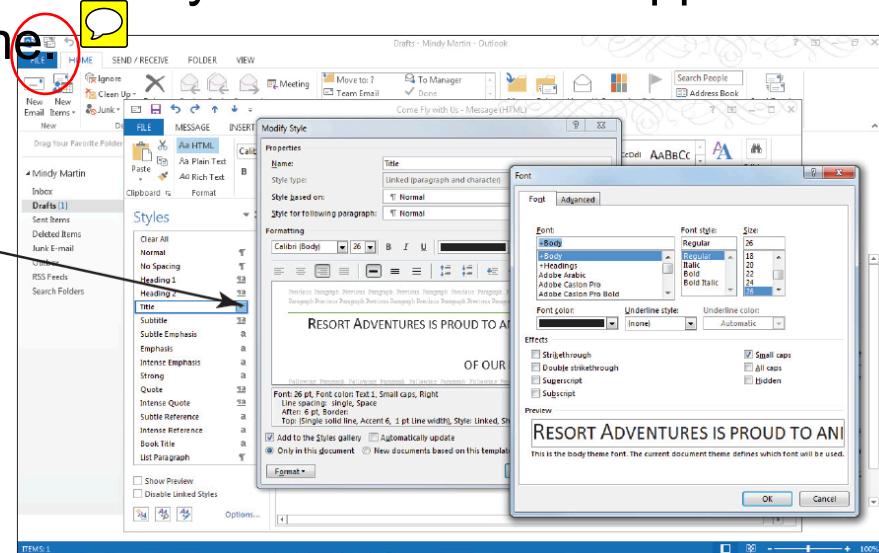
Step by Step: Create Styles

- Click the top of the **Styles** list, and drag it to the left edge of the message window. The Styles list is docked to the side of the message window, as shown below.



Step by Step: Create Styles

5. Hover over the word **Title** in the Styles list. An arrow appears to the right of the style name.
6. Click the **arrow** to the right of the Title style to display the shortcut menu.
Style shortcut arrow
7. Click **Modify**. The Modify Style dialog box appears.
8. Click the **Format** button in the dialog box and select **Font**. The Font dialog box opens, as shown above.
9. Deselect the **Small Caps** check box in the dialog box.
10. Click **Italic** in the Font Style box. Notice that the preview in the dialog box changes.

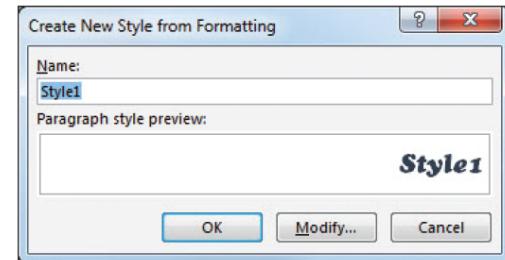


Step by Step: Create Styles

11. Click the **Font Color down arrow** and click **Blue-Gray, Text 2, Darker 25%**. Notice that the preview in the dialog box changes.
12. Click **OK** to apply your changes and close the dialog box.
13. Click **OK** again to close the Modify Style dialog box. The appearance of the selected text changes.
14. Select the text **Resort Adventures** at the bottom of the message.
15. Click the **Italic** button in the Font group.
16. Click the **Font down arrow** and select **Cooper Black**.
17. Click the **Font Color down arrow** and select **Blue-Gray, Text 2, Darker 25%**.

Step by Step: Create Styles

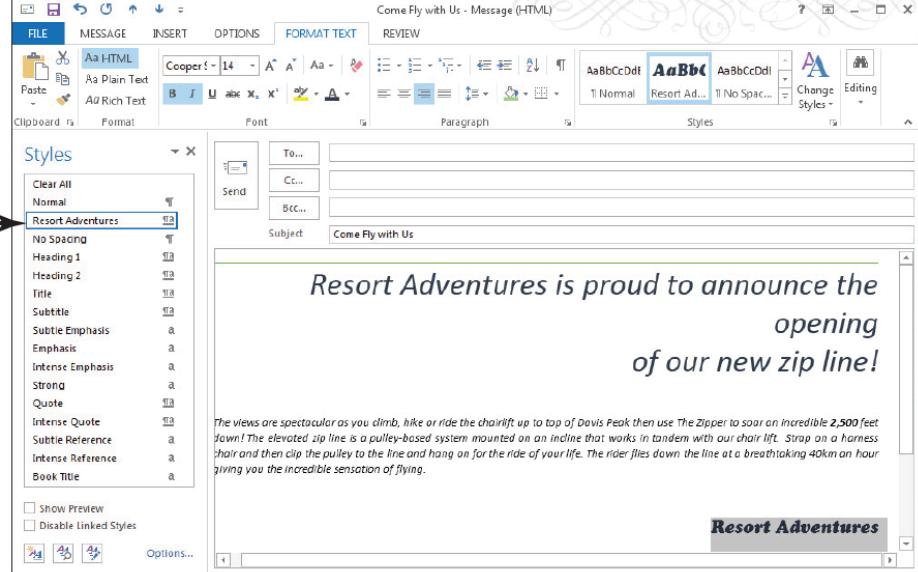
18. Click the **Increase Font** button until the font size is 14.
19. With the text still selected, click the **More** button in the Styles group.
20. Select **Create a Style**. The Create New Style from Formatting dialog box opens, as shown at right.



Step by Step: Create Styles

21. Key **Resort Adventures** in the Name box and click **OK**. The **Resort Adventures** style is displayed in the Styles list, as shown at right. Notice it has also been placed in the Quick Styles gallery.

New style added to the list →

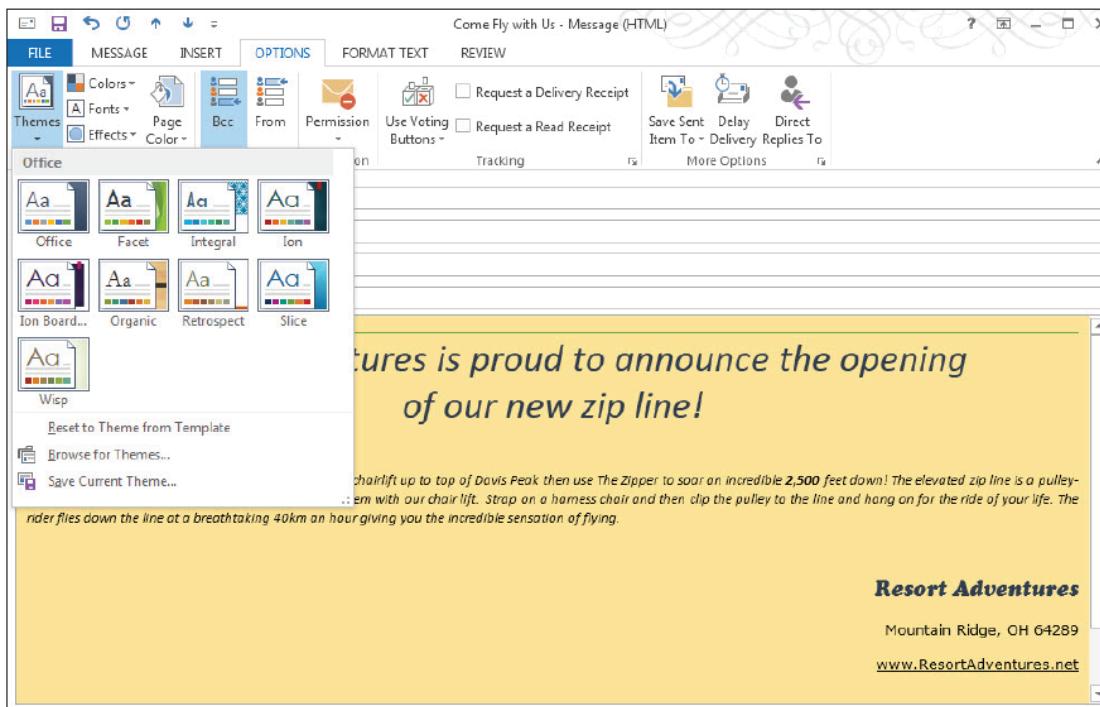

22. Close the **Come Fly with Us** message window. Be sure to allow Outlook to save a copy of the message.
- **PAUSE. LEAVE** Outlook open to use in the next exercise.

Step by Step: Apply a Message Theme

- **GET READY.**
 1. Click **Drafts** in the Folder Pane.
 2. Open the **Come Fly with Us** message that you worked on in the previous exercise by double clicking on it.
 3. Click anywhere in the first line of text, and click the **Center** button in the Basic Text group on the MESSAGE tab.
 4. Click the **OPTIONS** tab to display the Themes group.
 5. In the Themes group, click **Page Color**. The Page Color gallery is displayed.

Step by Step: Apply a Message Theme

6. Select the **Gold, Accent 4, Lighter 60%** color from the Theme colors area.
7. In the Themes group, click **Themes** as shown below.



Step by Step: Apply a Message Theme

8. Place your pointer over any built-in theme and notice that the document changes to show you a preview of that theme.
 9. Click **Facet**. The colors, fonts, and effects for that theme are applied to your message. Notice that the text using your new custom styles does not change.
- **PAUSE. LEAVE** the Outlook Message window open to use in the next exercise.

Step by Step: Create a New Theme

- **USE** the message you created in the previous exercise.

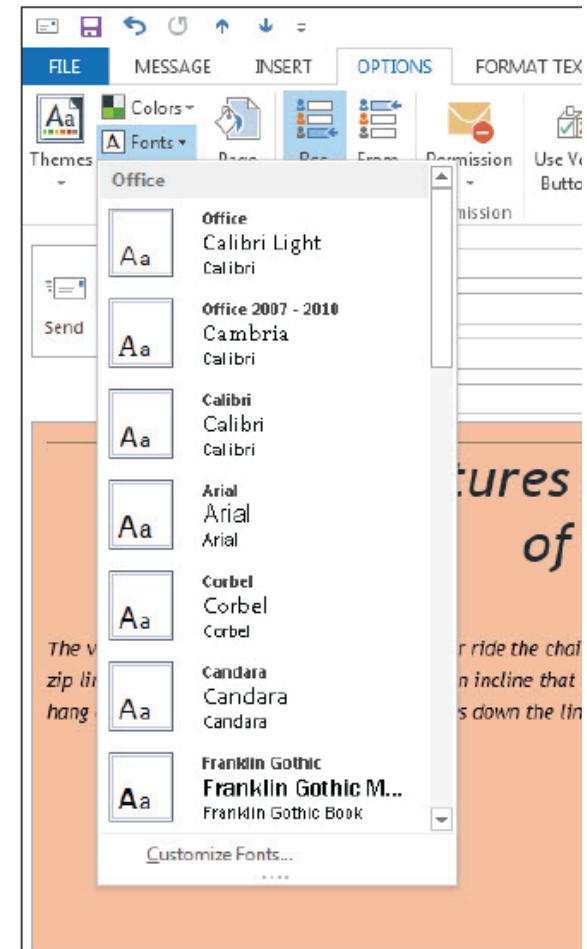
1. If necessary, open the **Come Fly with Us** message that you worked on in the previous exercise, and click the **OPTIONS** tab to display the Themes group.

2. In the Themes group, click **Theme Fonts** as shown at right.

3. Place your pointer over any of the theme fonts and notice that the document changes to show

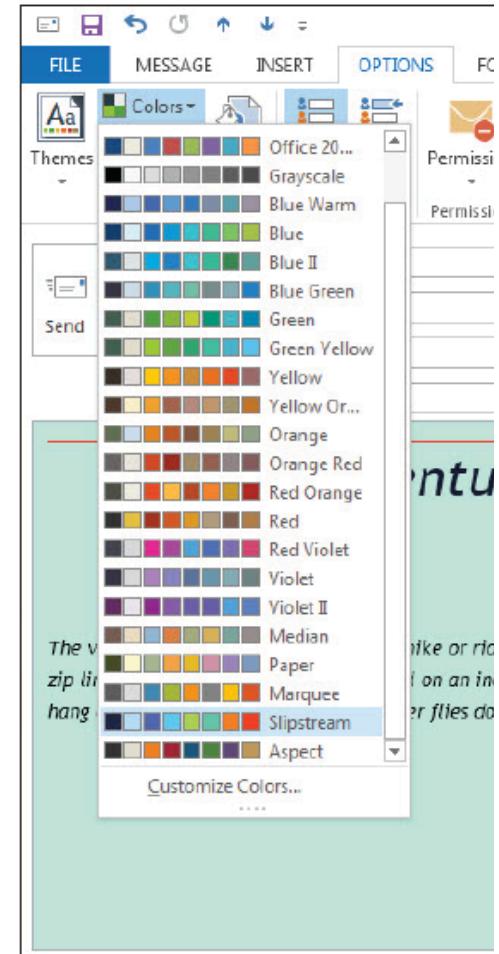


you a preview of that theme.



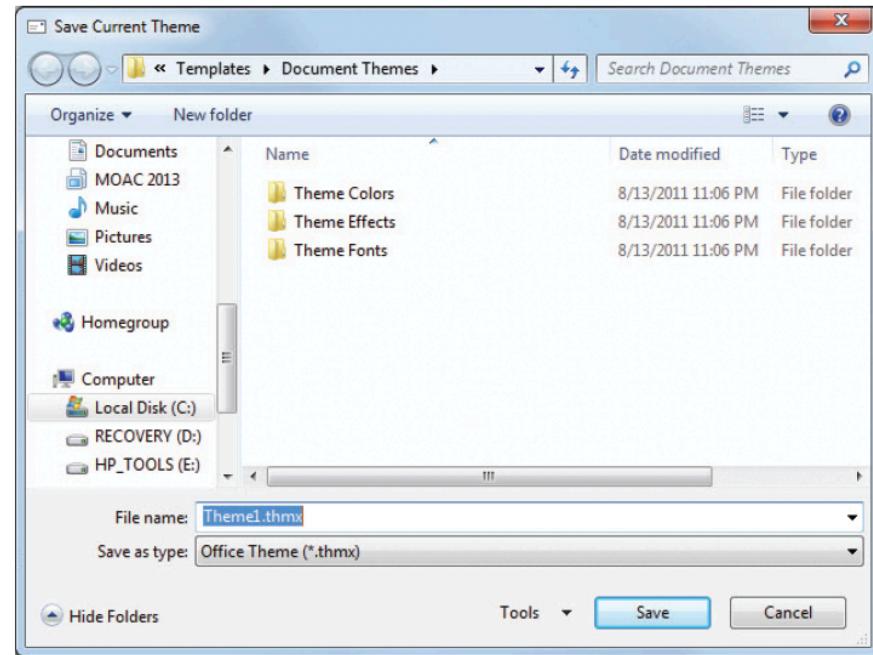
Step by Step: Create a New Theme

4. Click the **Trebuchet MS** theme font. The fonts for that theme are applied to your message.
5. In the Themes group, click **Theme Colors** as shown at right.
6. Click the **Slipstream** theme color. The colors for that theme are applied to your message.
7. In the Themes group, click **Themes**.



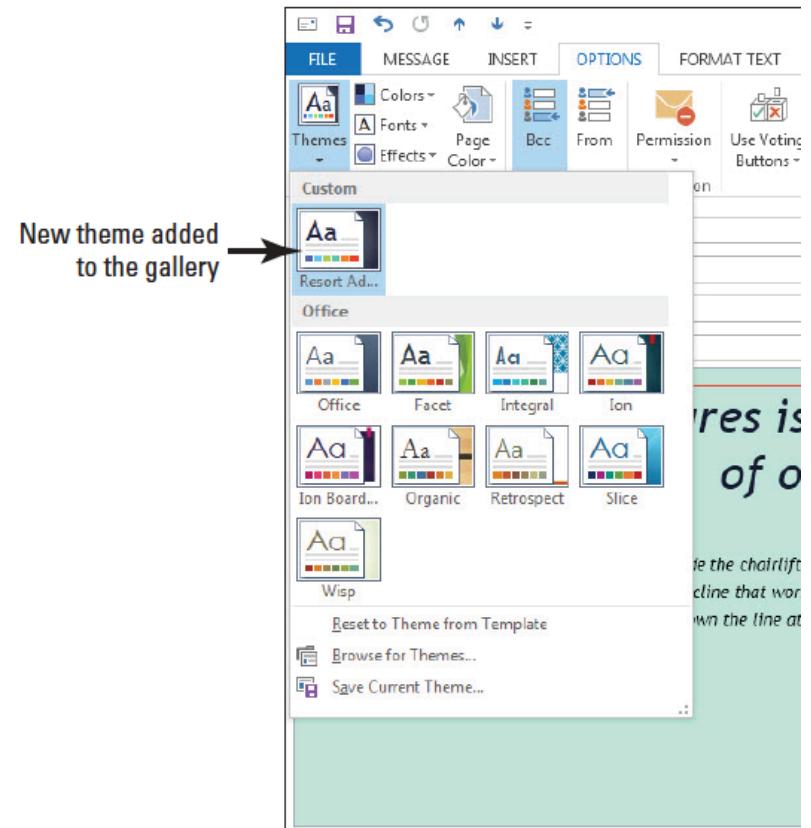
Step by Step: Create a New Theme

8. Click the **Save Current Theme** option at the bottom of the Themes gallery. The Save Current Theme dialog box is displayed with the text **Theme1** already displayed in the *File name* box, as shown at right.



Step by Step: Create a New Theme

9. In the *File name* box, select the existing text and key **Resort Adventures**, and click **Save**.
 10. In the Themes group, click **Themes**. The new custom theme appears in the Custom area of the Themes gallery, as shown at right.
- **PAUSE. LEAVE** the Outlook Message window open to use in the next exercise.

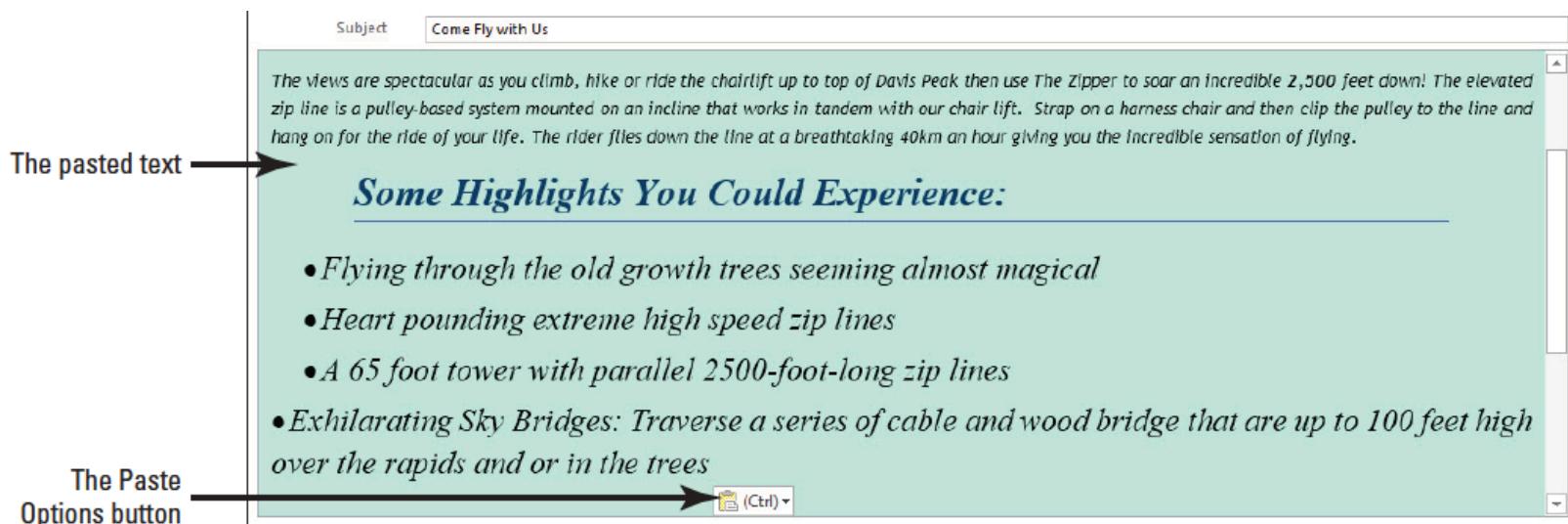


Step by Step: Use Paste Special

- **USE** the message you created in the previous exercise.
 1. If necessary, open the **Come Fly with Us** message that you worked on in the previous exercise, and click the **MESSAGE** tab to display the Clipboard group.
 2. Place the insertion point at the end of the main paragraph in the message. Press **Enter** twice to add some space.
 3. In your Internet browser, open the **Zipper Rates** web page document in the data files for this lesson.
 4. Scroll down the web page. Select the text **Some Highlights** **You Could Experience;** and the bulleted list that follows. Press **Ctrl+C**, which is the keyboard shortcut for the Copy command.
 5. Back in Outlook, click the message area one line below the main paragraph.

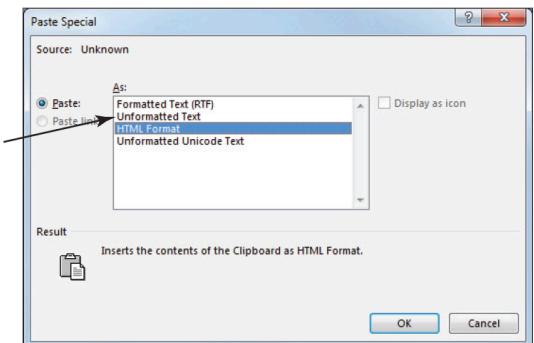
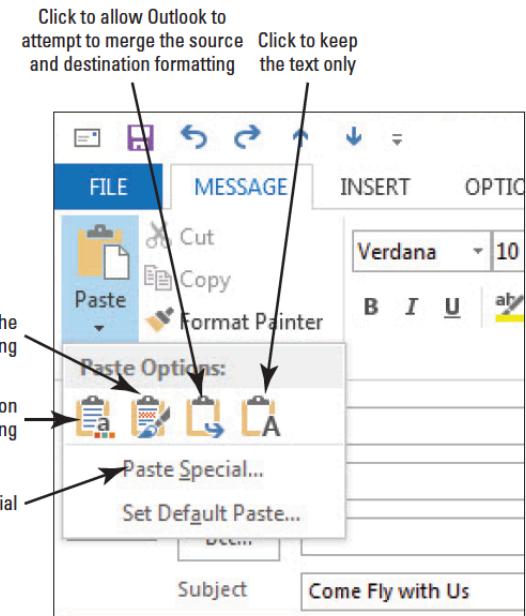
Step by Step: Use Paste Special

6. In the Clipboard group, click the **Paste** button. The copied text is pasted into the message using the original formatting from the web page and the Paste Options button appears at the end of the text. In this case, the new text does not match the text in the original message, as shown below.
7. Click the **Undo** button.



Step by Step: Use Paste Special

8. In the Clipboard group, click the **Paste down arrow**. The Paste Options are listed beneath the Paste button, as shown top right.
9. Select **Paste Special**. The Paste Special dialog box is displayed, as shown bottom right.
10. Select **Unformatted Text** and click **OK**. The dialog box closes and the text is pasted into the message without any formatting.
11. Click the **FORMAT TEXT** tab.

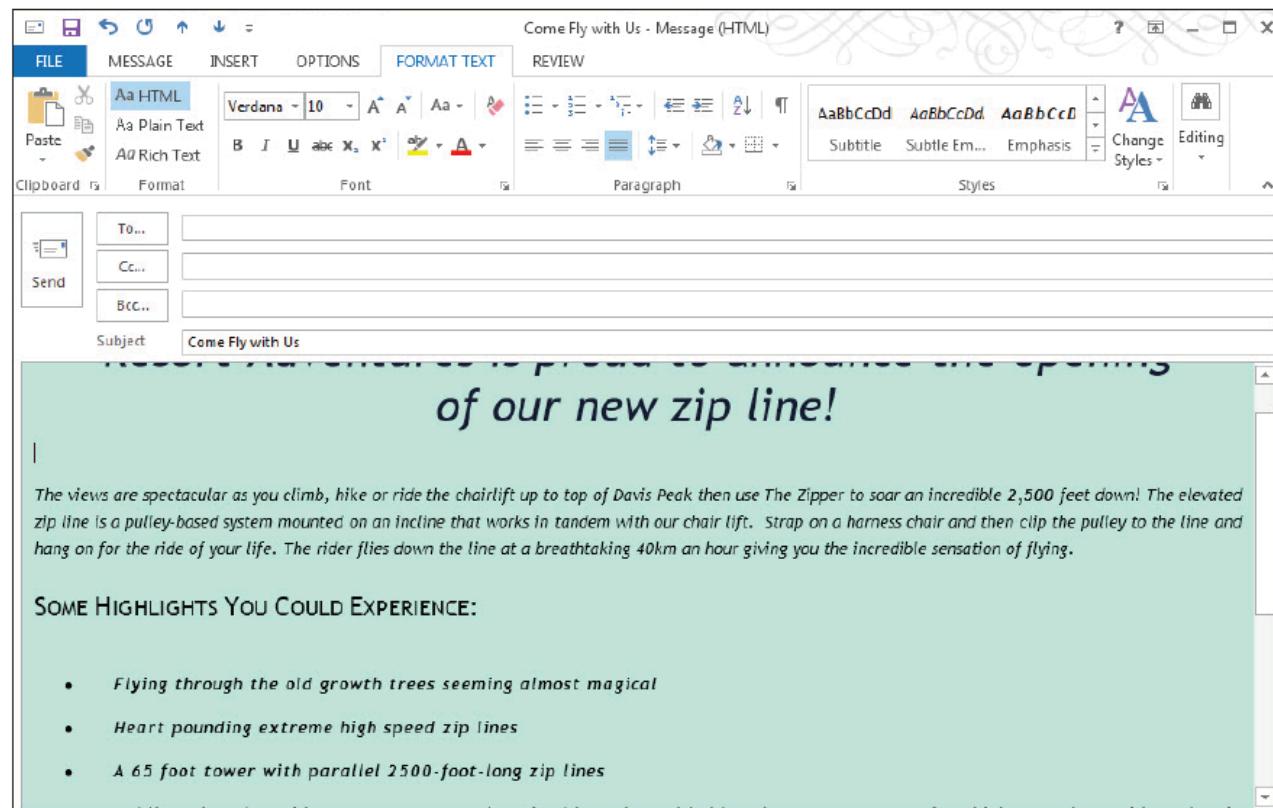


Step by Step: Use Paste Special

12. Select the text **Some Highlights You Could Experience:** and select **Heading 1** from the Style gallery in the Styles group to apply the Heading 1 Quick Style to just this text selection.
13. Select the pasted list under the heading. Click the **Bullets** button in the Paragraph group. The new text is bulleted as it was in the browser window.
14. Click the **More** button to open the Style gallery. Select **Emphasis** from the Style gallery to give the bulleted items a style that blends well with the rest of the message.
15. Click the **Bullets down arrow** and select the **large circle** from the Bullet Library to change the bullets in the list.

Step by Step: Use Paste Special

16. Delete the extra line between the bulleted items. The bulleted list should look like the one shown below.



Step by Step: Use Paste Special

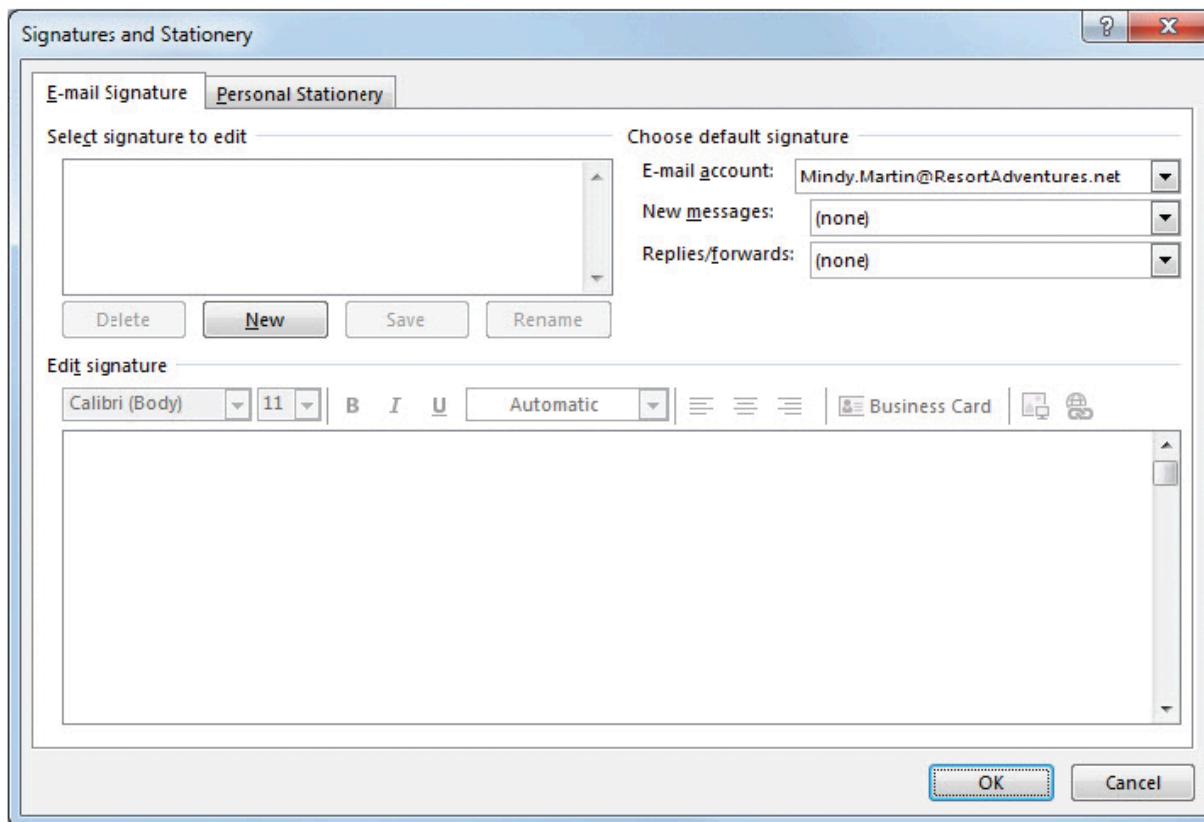
17. In the **To** field, key [your email address].
 18. Close the **Come Fly with Us—Message** window. Be sure to allow Outlook to save a copy of the message.
 19. Close the **Zipper Rates** Web page.
- **PAUSE. LEAVE** Outlook open to use in the next exercise.

Step by Step: Create a Personal Signature

- **GET READY. LAUNCH** Outlook if it is not already running.
 1. If necessary, click the **Mail** button in the Navigation bar to display the Mail folder.
 2. Click the **New Email** button on the HOME tab. The Message window is displayed.
 3. Click the **Signature** button in the Include group on the Ribbon.

Step by Step: Create a Personal Signature

4. In the dropdown list, click **Signatures**. The Signatures and Stationery dialog box is displayed, as shown below.



Step by Step: Create a Personal Signature

5. Click the **New** button to create a new signature. The New Signature dialog box is displayed, as shown at right.
6. To name the new signature, key **Lesson 2** into the *Type a name for this signature* field.
7. Click **OK**. The New Signature dialog box is closed, and Lesson 2 is highlighted in the *Select signature to edit* list box.
8. Click in the empty **Edit signature** box. Any changes you make here are applied to the selected Lesson 2 signature. If additional signatures were listed, you could select a different signature and make changes to it.



Step by Step: Create a Personal Signature

9. Key [your name]. [Press Enter.]



[your title]. [Press Enter.]

Key [your email address].

[Press Enter twice.]

Key [the name of your company]. [Press Enter.]

Key [the web address of your company]. [Press Enter.]

- If you do not have a title, company, or company website, key the information that appears in the figure above.

10. Select all the text in the signature.

11. In the toolbar above the *Edit Signature* box, click the **Font dropdown box arrow**, and select **Arial** from the



list.

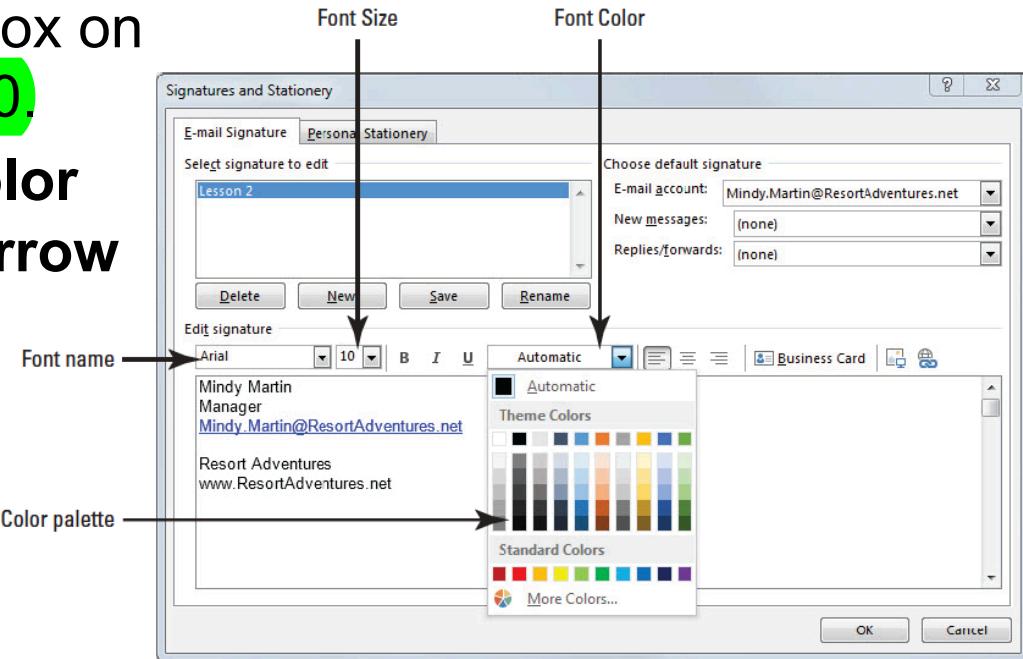
Mindy Martin
Manager
Mindy.Martin@ResortAdventures.net

Resort Adventures
www.ResortAdventures.net

Step by Step: Create a Personal Signature

12. In the Font Size box on the toolbar, key **10**.

13. Click the **Font Color** dropdown box arrow (the current selection is Automatic) to open a palette of **Font colors**, as shown at right.

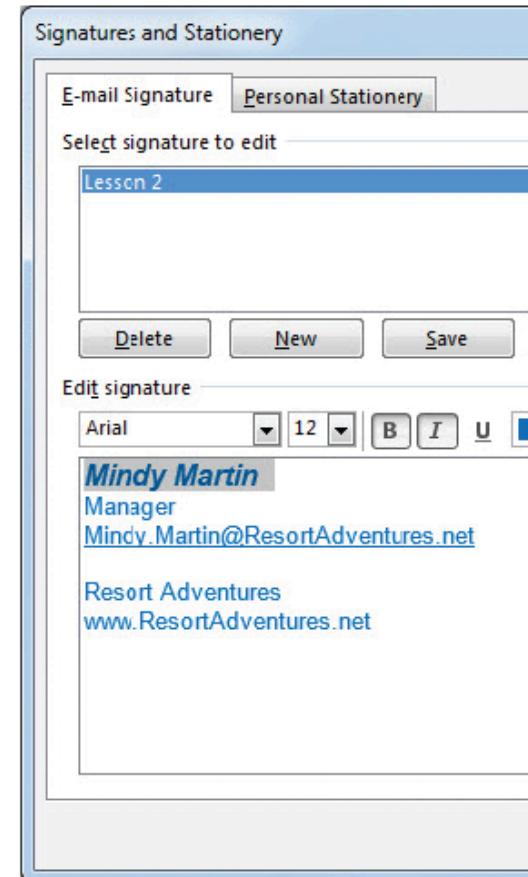


14. Select the color **Blue** from the Standard Colors **Palette**.
15. Click in the **Edit Signature** box to deselect the text.

Step by Step: Create a Personal Signature

16. Now select just your name in the Edit Signature box.
17. Click **Bold** and **Italic** to apply those formatting attributes to the selected text.
18. Change the font size to 12, as shown at right.
19. Verify that (none) is still selected in the *New Messages and Replies/Forwards* fields. Click **OK**. The dialog box is closed, and the signature is saved.
20. Close the message window.

- PAUSE. LEAVE Outlook open to use in the next exercise

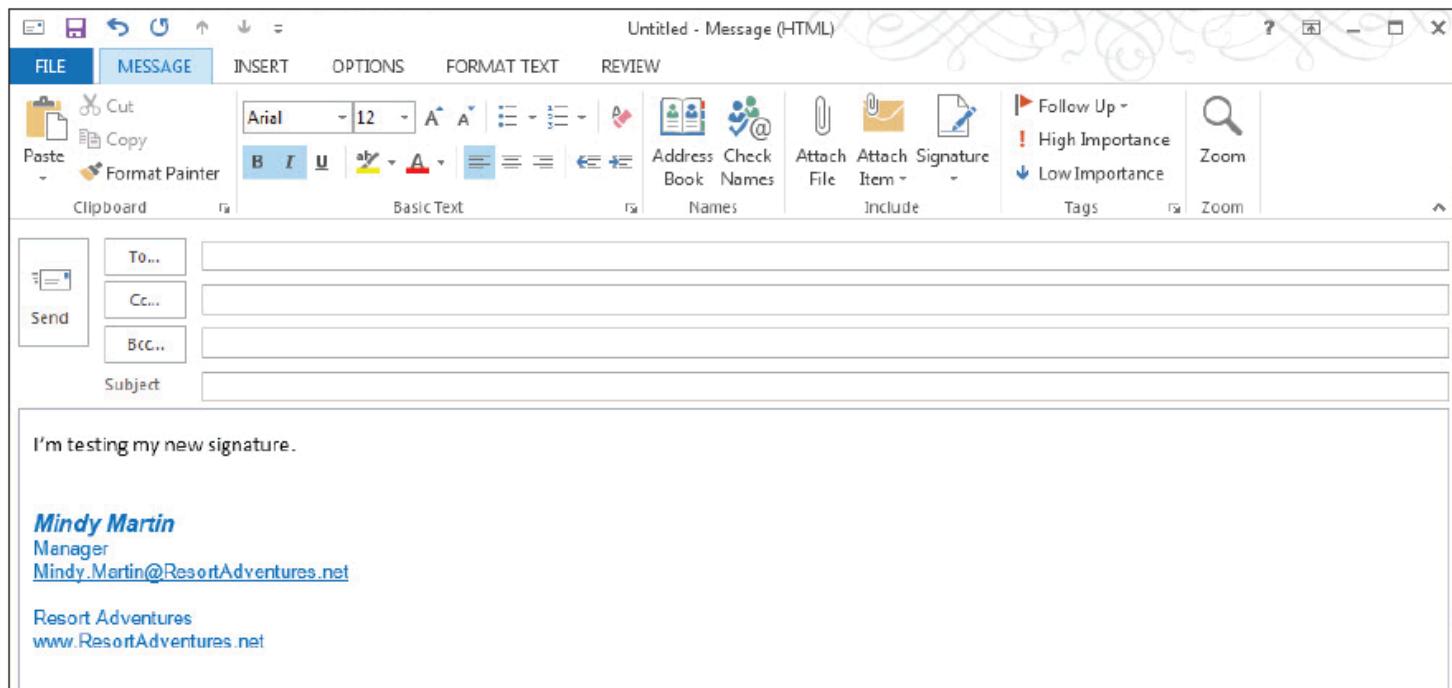


Step by Step: Add a Signature to a Single Message

- **GET READY. LAUNCH** Outlook if it is not already running.
 1. If necessary, click the **Mail** button in the Navigation bar to display the Mail folder.
 2. Click the **New Email** button on the HOME tab. The Message window is displayed.
 3. In the message area, key **I'm testing my new signature**. Press **Enter** twice.
 4. In the Include group on the Ribbon, click **Signature**.

Step by Step: Add a Signature to a Single Message

5. In the dropdown list, select **Lesson 2**. The signature is inserted into the message, as shown below.
6. Click the **To** field and key ~~your email address~~.



Step by Step: Add a Signature to a Single Message

7. Click the **Subject** field and key **Testing Signature in a Single Message**. Click the **Send** button.
 8. If the message has not been received, click the **Send/Receive All Folders** button.
 9. Click the message in the message list, and click the **FILE tab** and select the **Save As** option. The Save As dialog box is displayed.
 10. Navigate to the folder where you want to save the file and click the **Save** button. The message is saved as *Testing Signature in a Single Message.msg*.
- **PAUSE. LEAVE** Outlook open to use in the next exercise.

Step by Step: Add a Signature to All Outgoing Messages

- **GET READY. LAUNCH** Outlook if it is not already running.
 1. If necessary, click the **Mail** button in the Navigation bar to display the Mail folder.
 2. Click the **New Email** button on the HOME tab. The Message window is displayed.
 3. Click the **Signature** button in the Include group on the Ribbon. In the dropdown list, click **Signatures**. The Signatures and Stationery dialog box is displayed.
 4. In the **New Messages** field, select **Lesson 2**, if necessary. Click **OK**. The Lesson 2 signature will automatically be added to every outgoing message. Close the message window.
- **PAUSE. LEAVE** Outlook open to use in the next exercise.

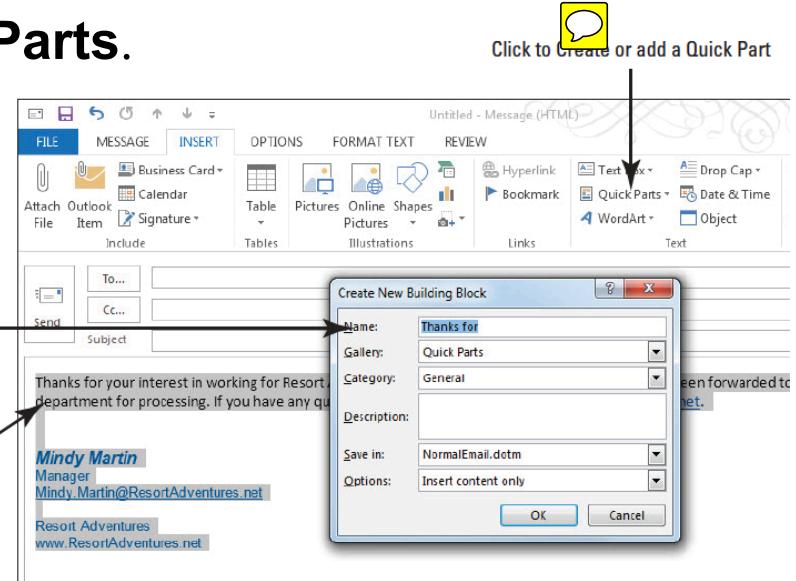
Step by Step: Create a Quick Part

- **GET READY. LAUNCH** Outlook if it is not already running.
 1. If necessary, click the **Mail** button in the Navigation bar to display the Mail folder.
 2. Click the **New Email** button on the HOME tab to display a new **Message** window.
 3. In the message area above the signature, key **Thanks for your interest in working for Resort Adventures for the summer season. Your resume has been forwarded to our human resources department for processing. If you have any questions, you can send them to HR@ResortAdventures.net.** [Press **Enter**].
 4. Select all the message text (including the signature) and click the **INSERT** tab.

Step by Step: Create a Quick Part

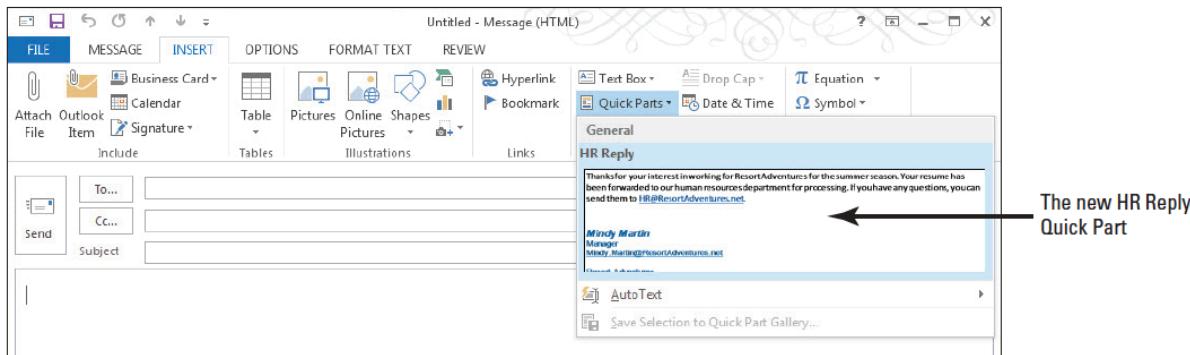
5. In the Text group, click **Quick Parts**.
6. In the drop list, hover over the **AutoText** option. A collection of general text blocks are displayed.
7. Click **Save Selection to AutoText Gallery**. The Create New Building Block dialog box is displayed, as shown above.
8. In the **Name** box, key **HR Reply** as the name for your Quick Part.
9. Click **OK** to save the Quick Part. Close the email message without saving it.

•  **PAUSE**, LEAVE Outlook open to use in the next exercise.



Step by Step: Use Quick Parts

- **GET READY. LAUNCH** Outlook if it is not already running.
 1. If necessary, click the **Mail** button in the Navigation bar to display the Mail folder.
 2. Click the **New Email** button on the HOME tab to open a new message window and click in the message area.
 3. On the **INSERT tab**, click **Quick Parts** in the Text group. The HR Reply Quick Part appears in the gallery, as shown below.



Step by Step: Use Quick Parts

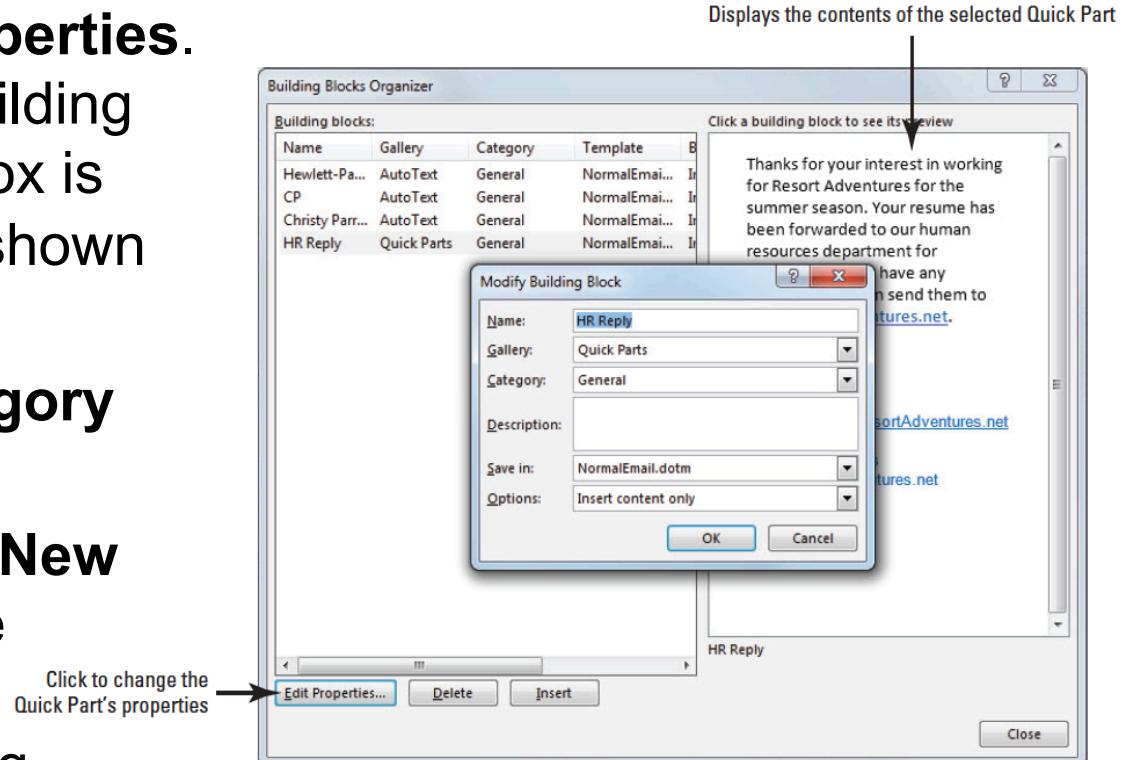
4. Click the **HR Reply** Quick Part. The text appears in the message window. In this case, Mindy put her signature in the QuickPart (to save time), but her signature is also added to all new messages. When she places the QuickPart in a new message, her signature will appear twice. If the signature appears twice in a message, be sure to delete one of them before sending.
- **PAUSE. LEAVE** Outlook open to use in the next exercise.

Step by Step: Manage Quick Parts

- **GET READY. USE** the message created in the previous exercise.
 1. On the **INSERT tab**, click **Quick Parts** in the Text group. The Quick Parts gallery is displayed.
 2. Right-click the **HR Reply** Quick Part and select **Organize and Delete**. The Building Blocks Organizer is displayed.

Step by Step: Manage Quick Parts

3. Click **Edit Properties**.
The Modify Building Block dialog box is displayed, as shown at right.
4. Click the **Category** drop arrow.
5. Select **Create New Category**. The Create New Category dialog box is displayed.



Step by Step: Manage Quick Parts

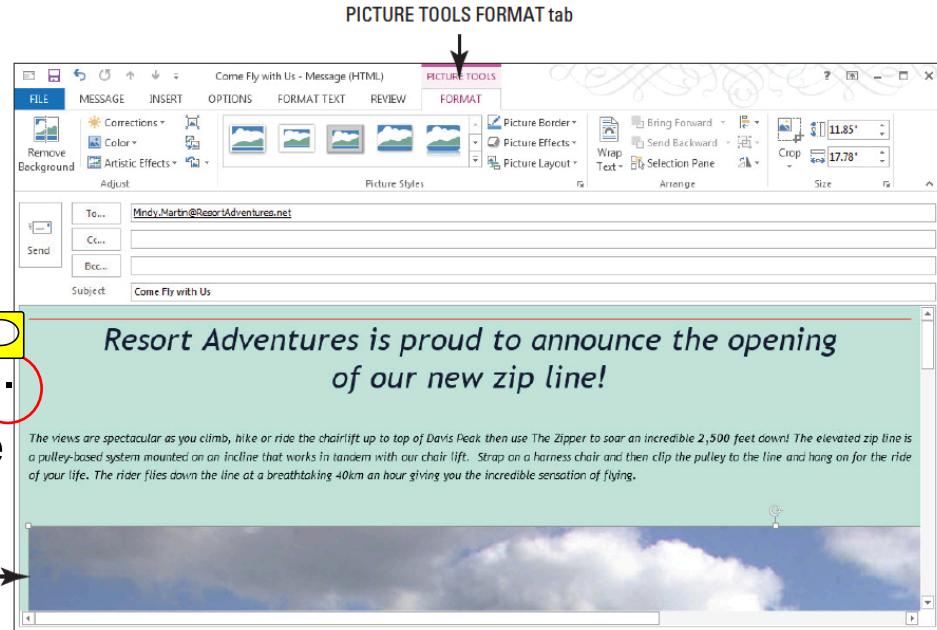
6. In the Name box, key **Staffing**. Click **OK** twice to close both boxes.
 7. Click **Yes**. The message box closes and the HR Reply Quick Part is now categorized as a Staffing Quick Part.
 8. With the HR Reply Quick Part still selected, click **Delete**, and click **Yes** to confirm.
 9. Click **Close** to exit out of the Building Blocks Organizer.
 10. Click the **Signature** button (on the MESSAGE tab) in the Include group on the Ribbon. In the dropdown list, click **Signatures**. The Signatures and Stationery dialog box is displayed.
 11. In the **New Messages** field, select **(none)**. Click **OK**. The Lesson 2 signature will no longer be added to every outgoing message.
 12. Close the message window and save the changes to your Drafts folder.
- **PAUSE. LEAVE** Outlook open to use in the next exercise.

Step by Step: Insert a Graphical Element

- **USE** the Come Fly with Us message you created in a previous exercise.
 1. If necessary, click the **Mail** button in the Navigation bar to display the Mail folder. In the last exercise, you saved and closed the message window. Outlook automatically places messages that you've worked on but haven't sent in the Drafts folder.
 2. Click on the **Drafts** folder; then open the **Come Fly with Us** message that you worked on in a previous exercise.
 3. Click the **INSERT** tab to display the Illustrations group.
 4. Place the insertion point at the end of the main paragraph in the message. Press **Enter** twice to add two lines of blank space.

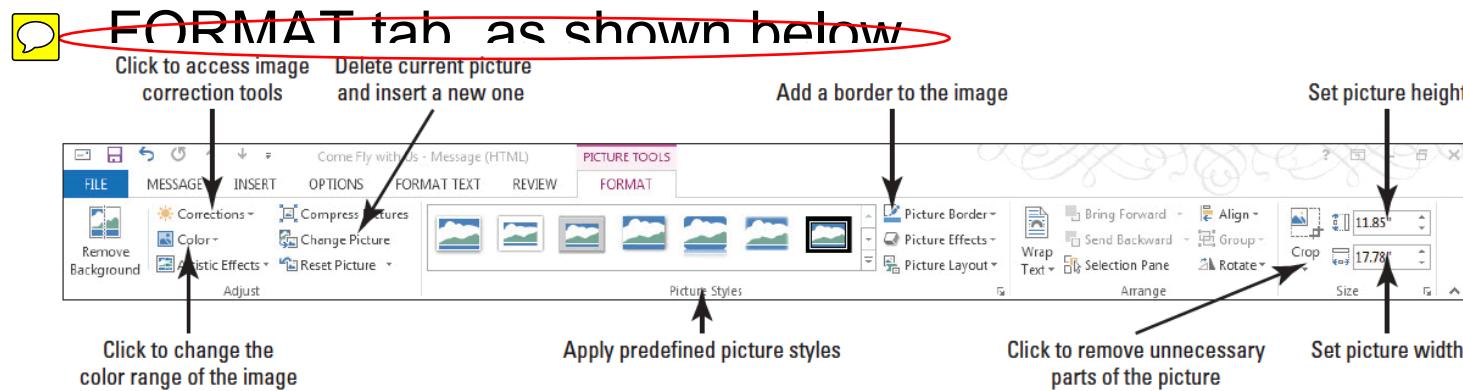
Step by Step: Insert a Graphical Element

5. In the Illustrations group, click **Pictures**. The Insert Picture dialog box is displayed.
 6. Select the **Vista.jpg** file in the data files for this lesson.
 7. Click **Insert**. A large picture of a landscape near the resort is displayed in the message and the PICTURE TOOLS FORMAT tab is displayed in the Ribbon, as shown above.
- **PAUSE. LEAVE** the Outlook Message window open to use in the next exercise.



Step by Step: Format Graphical Elements

- **USE** the Come Fly with Us message you created previously.
 1. If you closed the message window, click the **Drafts** button in the Folder Pane to display the Mail folder and open the **Come Fly with Us** message.
 2. Maximize the message window to see more of the image.
 3. Click the **image** to display the **PICTURE TOOLS FORMAT** tab as shown below.

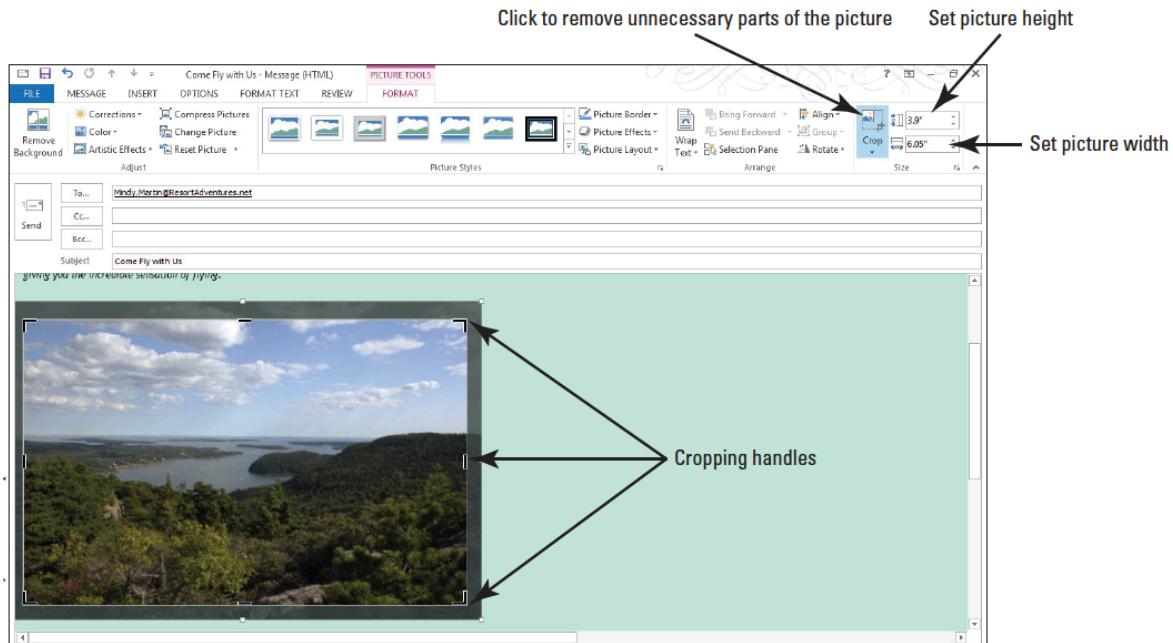


Step by Step: Format Graphical Elements

4. Click the **Width** box in the Size group, ~~and key~~ **6.5** and press **Enter**. The image width changes to 6.5", and the image height changes as needed to avoid warping the image. The image height and width change together only if the **Lock aspect ratio** box is selected. This setting is located in the Layout dialog box that appears when you click the Size group's dialog box launcher.
5. Right-click the image, and click the **Crop** button that appears with the shortcut menu. Crop handles appear at each corner and side of the image.

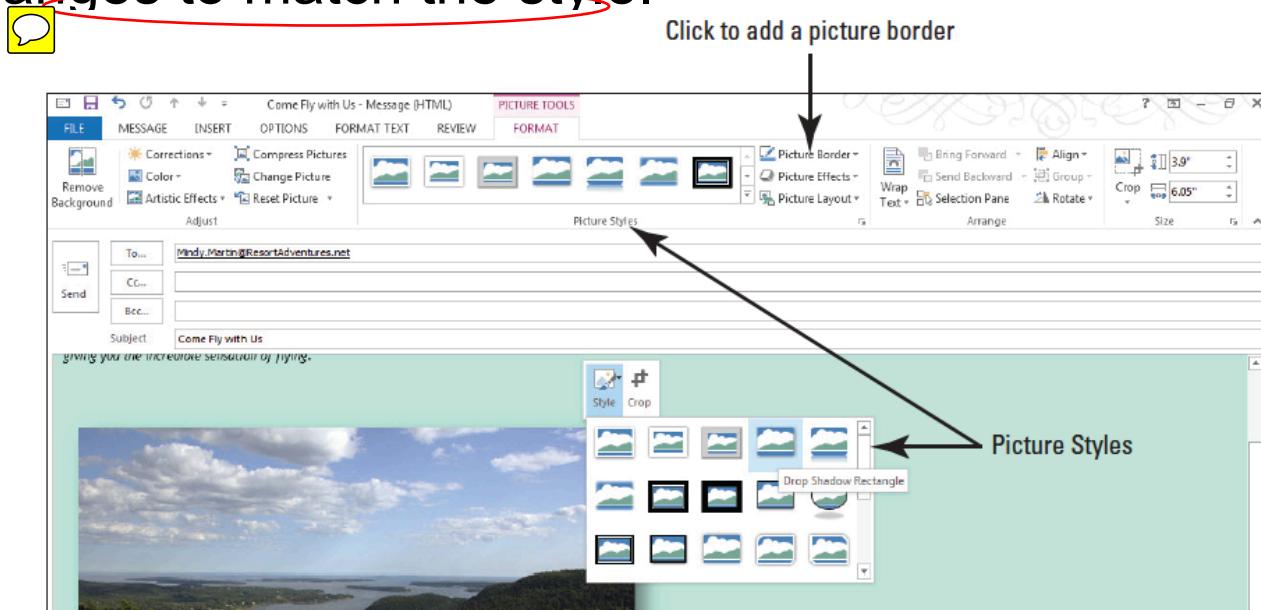
Step by Step: Format Graphical Elements

6. Drag each of the crop handles toward the center of the image, as shown below.
7. Click the **Crop** button on the PICTURE TOOLS FORMAT tab to save your changes.



Step by Step: Format Graphical Elements

8. Right-click the image, and select the **Style** button that appears with the shortcut menu. A selection of available picture styles is displayed, as shown below.
9. Select the **Drop Shadow Rectangle** style. The image changes to match the style.

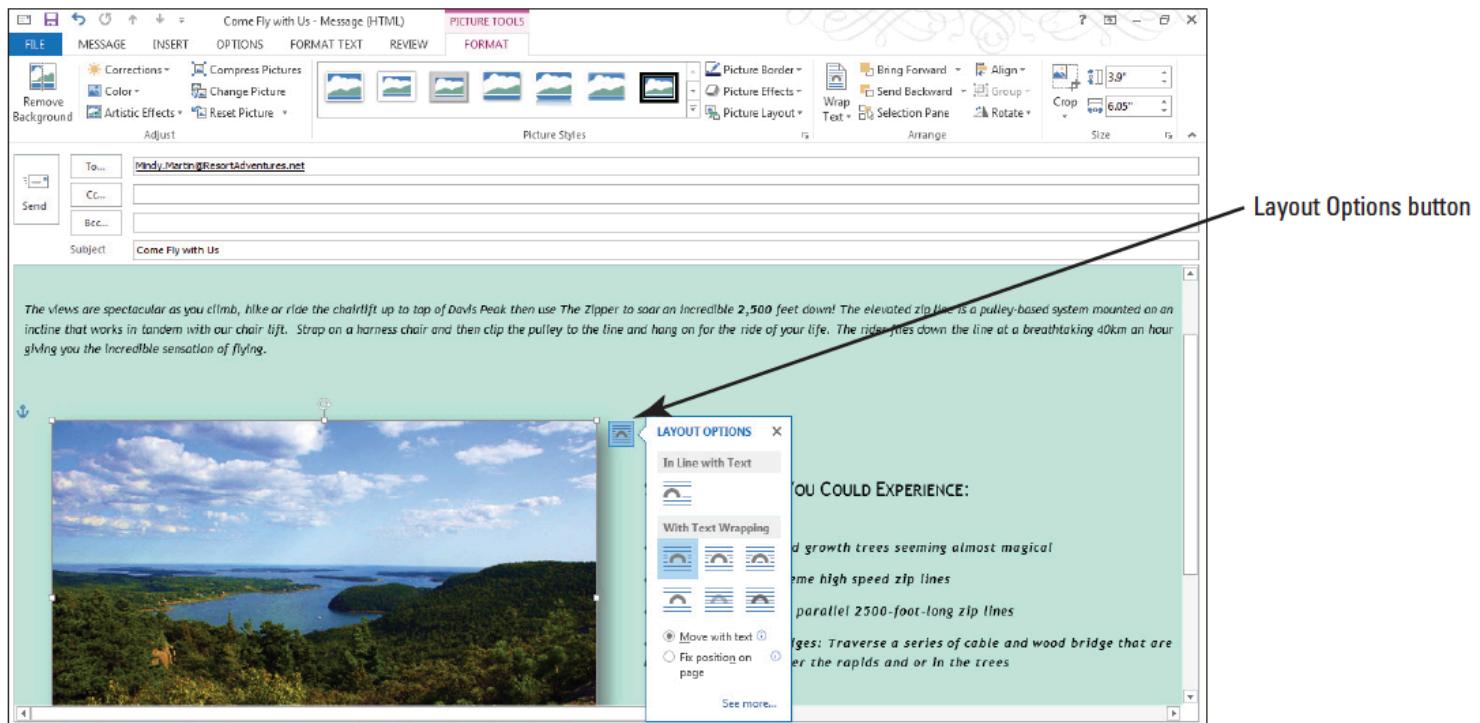


Step by Step: Format Graphical Elements

10. Click the **Picture Border** arrow button in the Picture Styles group.
11. Select **Dark Blue** from the Standard Color palette that appears. A thin blue border is displayed around the image.
12. In the Adjust group, click **Color** and select **Saturation: 200%** in the Color Saturation area. The image is now brighter than the original.
13. Click the **Corrections** button and select **Brightness: 0%, Contrast: 120%** in the Brightness and Contrast area. The image is now brighter and warmer than the original.
14. Click the **Layout Options** button near the upper right corner of the image. A selection of layout arrangements appears in a menu.

Step by Step: Format Graphical Elements

15. Select the **Square** option from the list. The remaining text for the message moves up next to the image, as shown below.



Step by Step: Format Graphical Elements

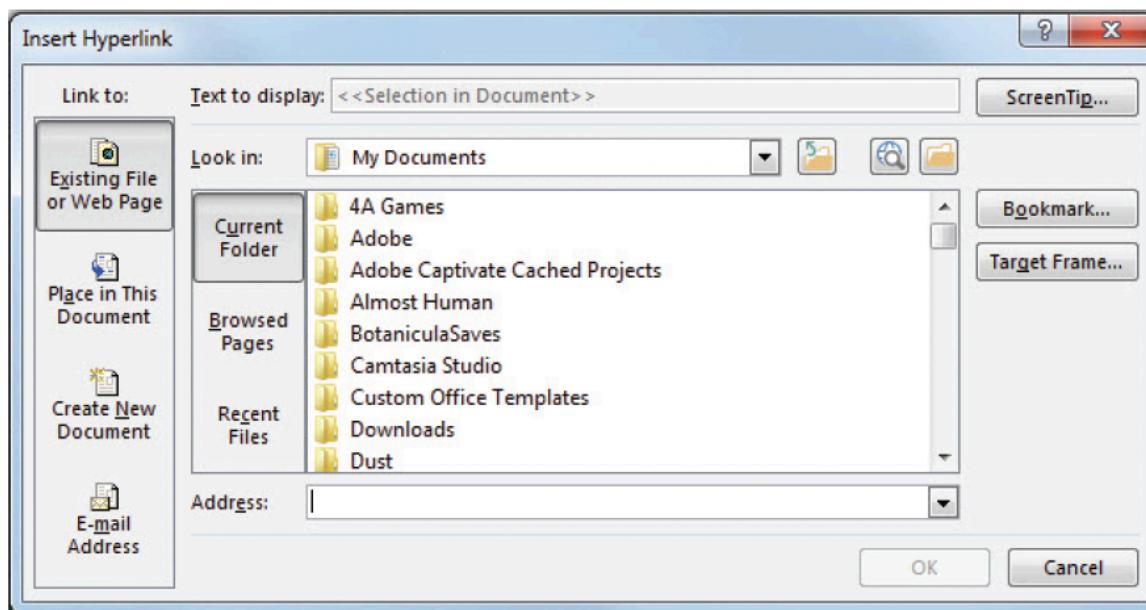
16. Click anywhere in the email message to see the new arrangement.
 17. Click the **Save** button on the Quick Access Toolbar.
- **PAUSE. LEAVE** the Outlook message window open to use in the next exercise.

Step by Step: Insert a Hyperlink

- **USE** the Come Fly with Us message you created in a previous exercise.
 1. If necessary, click the **Mail** button in the Navigation bar to display the Mail folder. Open the **Come Fly with Us** message that you worked on in the previous exercise. It should be in the Drafts folder.
 2. If necessary, click the **image** in the message, and click the **INSERT** tab.

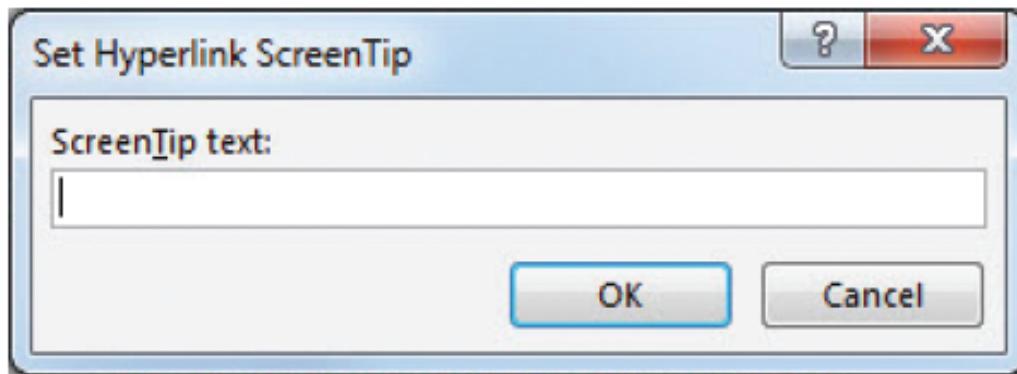
Step by Step: Insert a Hyperlink

3. Click **Hyperlink** in the Links group. The Insert Hyperlink dialog box opens, as shown below.
4. Navigate to the **Zipper Rates.mht** file in the data files for this lesson.



Step by Step: Insert a Hyperlink

5. Click **ScreenTip** in the upper-right corner of the Insert Hyperlink dialog box. The Set Hyperlink ScreenTip dialog box is displayed, as shown below.
6. Key **For more information click here** in the ScreenTip Text ~~textbox~~. Click **OK** twice to apply your changes and close the dialog boxes.



Step by Step: Insert a Hyperlink

7. Click the message window's **Send** button to send the message to yourself.
 8. If the message has not been received, click the **Send/Receive All Folders** button.
 9. Click the message in the message list. Click the **FILE tab** and select the **Save As** option. The Save As dialog box is displayed.
 10. In the *File name* box, key **Come Fly with Us**.
 11. Navigate to the folder where you save your solution files and click the **Save** button. The message is saved as ***Come Fly with Us.msg***.
- **PAUSE. LEAVE** Outlook open to use in the next exercise.

Step by Step: Attach an External File to a Message

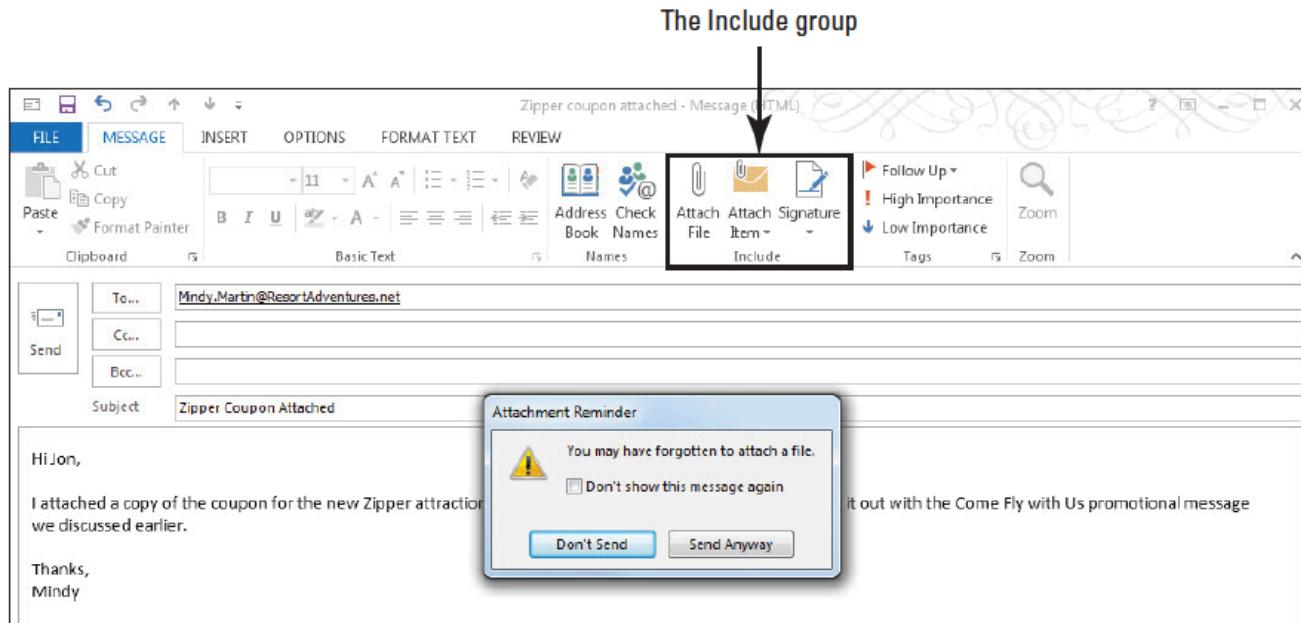
- **GET READY. LAUNCH** Outlook if it is not already running.
 1. If necessary, click the **Mail** button in the Navigation bar to display the Mail folder.
 2. Click the **New Email** button on the HOME tab. The Message window is displayed.
 3. In the **To** field, key **[your email address]**. You will send this message to yourself, so you can use the attachment in the following exercises.

Step by Step: Attach an External File to a Message

4. In the **Subject** field, key **Zipper Coupon Attached**.
5. Click the message area. Key **Hi Jon**, [Press Enter twice].
6. Key the following note: **I attached a copy of the coupon for the new Zipper attraction. I'd like to get your opinion of it before sending it with the Come Fly with Us promotional message we discussed earlier.**
[Press Enter twice.]
7. Key **Thanks**, [press Enter].
8. Key **[your name]**.

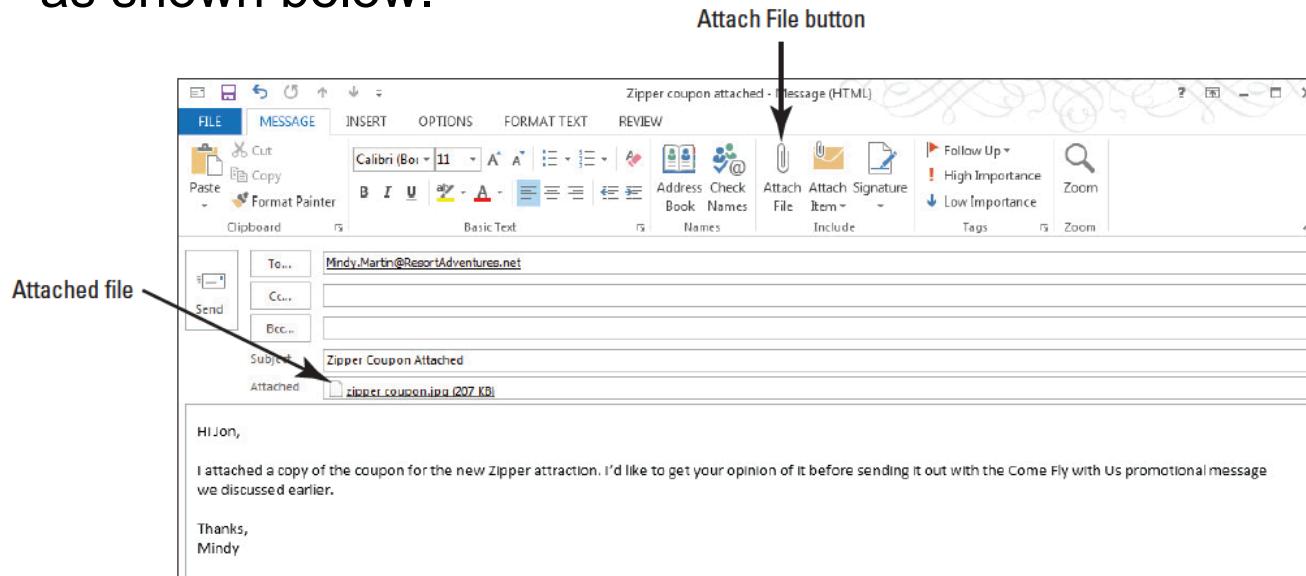
Step by Step: Attach an External File to a Message

9. Click **Send**. An Attachment Reminder message appears asking you whether you want to send the message without the attachment you mentioned in the text, as shown below.
10. Click **Don't Send** to go back to the message window.



Step by Step: Attach an External File to a Message

11. Click the **Attach File** button in the **Include** group on the Ribbon. The Insert File dialog box is displayed.
12. Navigate to the data files for this lesson.
13. Click the **Zipper Coupon** file and click **Insert**. The Insert File dialog box is closed, and the file is listed in the **Attached** field, as shown below.



Step by Step: Attach an External File to a Message

14. Click the **Send** button. The ~~Message~~ window closes, and the message is moved to the Outbox. The message is sent when your computer is connected to the Internet.
- **PAUSE. LEAVE** Outlook open to use in the next exercise.

Step by Step: Attach an Outlook item to a Message

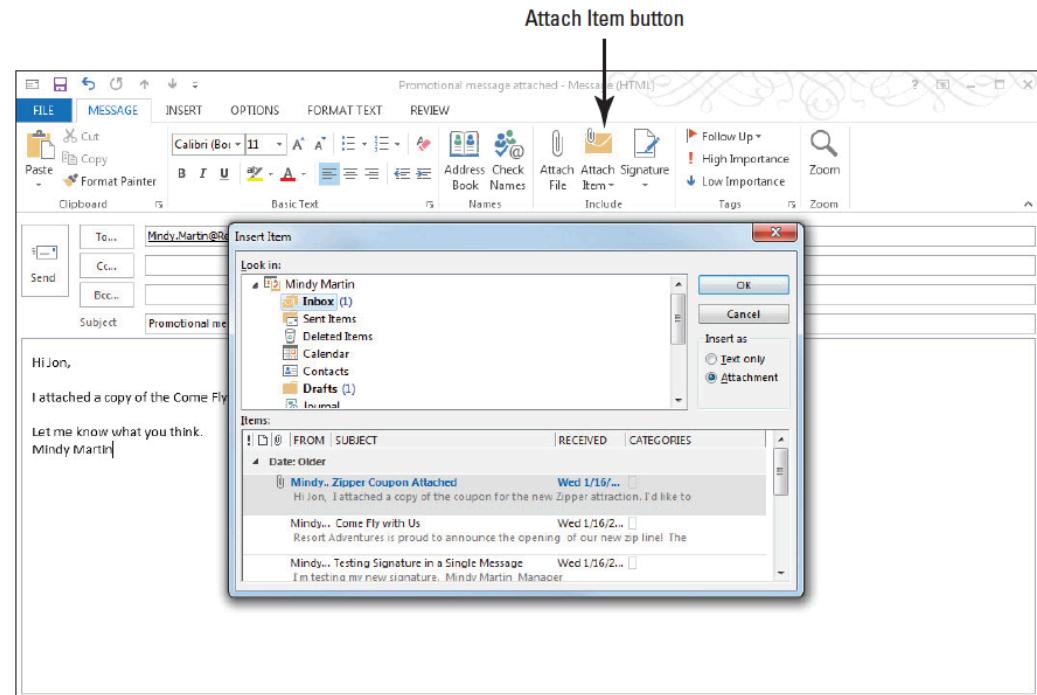
- **GET READY. LAUNCH** Outlook if it is not already running.
 1. If necessary, click the **Mail** button in the Navigation bar to display the Mail folder.
 2. Click the **New Email** button on the HOME tab. The Message window is displayed.
 3. In the **To** field, key **[your email address]**.
 4. In the **Subject** field, key **Promotional Message Attached**.
 5. Click the message area. Key **Hi Jon,** [Press Enter twice.]

Step by Step: Attach an Outlook item to a Message

6. Key the following note: **I attached a copy of the Come Fly with Us promotional message we discussed.** [Press **Enter** twice.]
7. Key **Let me know what you think.** [Press **Enter**.]
8. Key **[your name].**
9. Click the **Attach Item** button in the **Include** group on the Ribbon.

Step by Step: Attach an Outlook item to a Message

10. Select **Outlook Item**. The Insert Item dialog box is displayed, as shown at right.
11. If necessary, click **Inbox** in the *Look in* window.

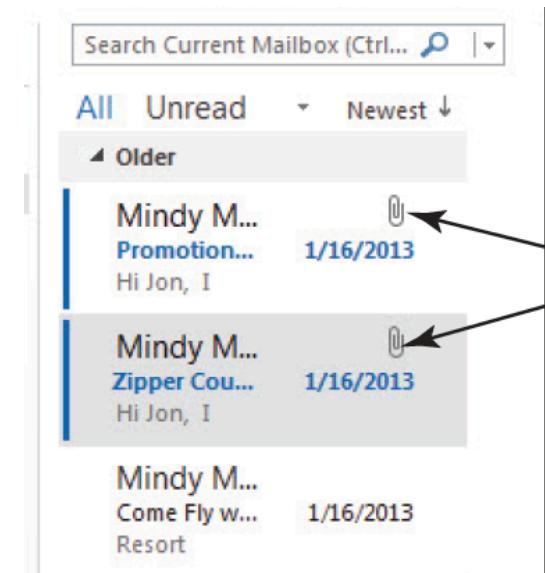


Step by Step: Attach an Outlook item to a Message

12. In the Items window, select **Come Fly with Us**.
 13. Make sure that Attachment is selected in the *Insert As* area. Click **OK**. The Insert Item dialog box is closed, and the file is listed in the *Attached* field.
 14. Click the **Send** button. The *Message* window closes, and the message is moved to the Outbox. The message is sent when your computer is connected to the Internet.
- **PAUSE. LEAVE** Outlook open to use in the next exercise.

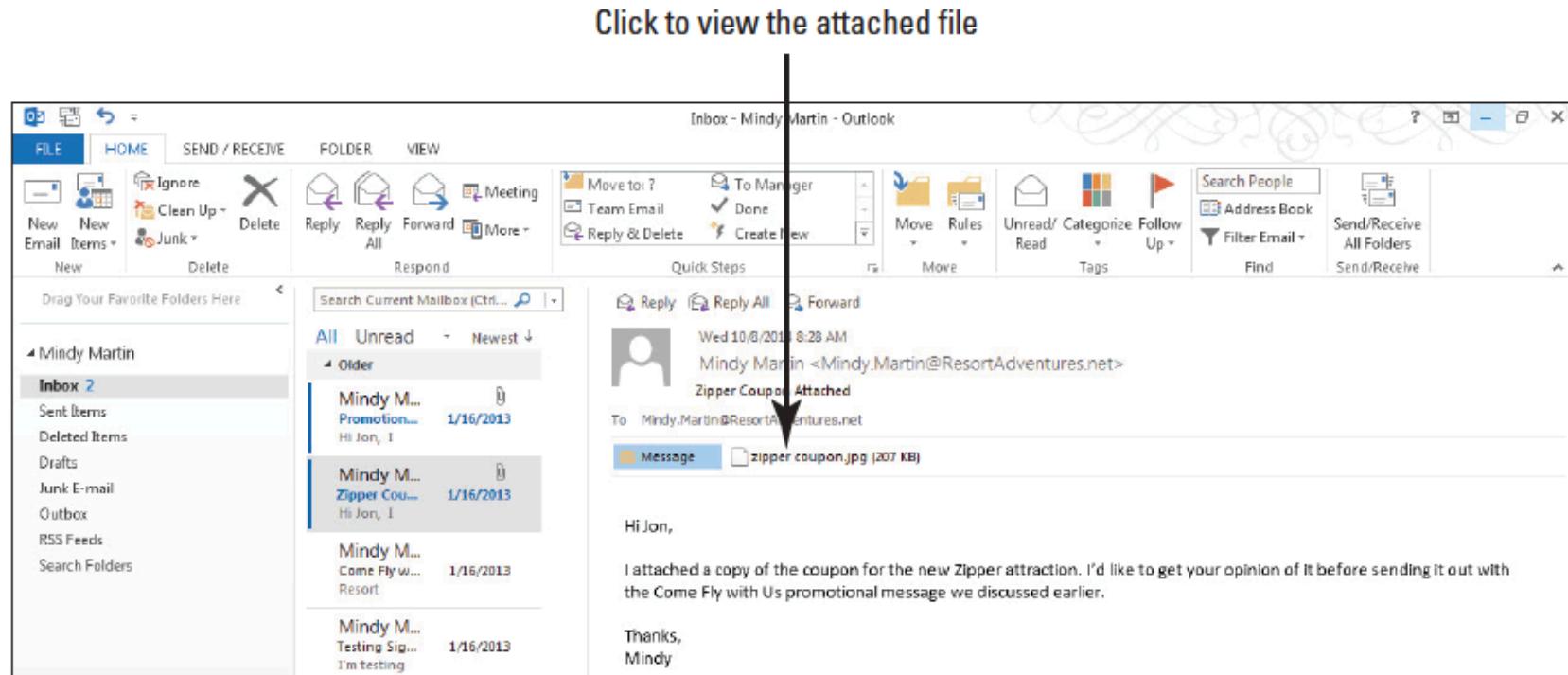
Step by Step: Preview an Attachment in Outlook

- **USE** the Zipper Coupon Attached message with the attachment you sent to yourself in an earlier exercise.
 1. If the message with the coupon attachment has not arrived yet, click the **Send/Receive All Folders** button on the SEND/RECEIVE tab to check for new messages. The paper clip icon with the message, as shown at right, indicates that the message has an attachment.

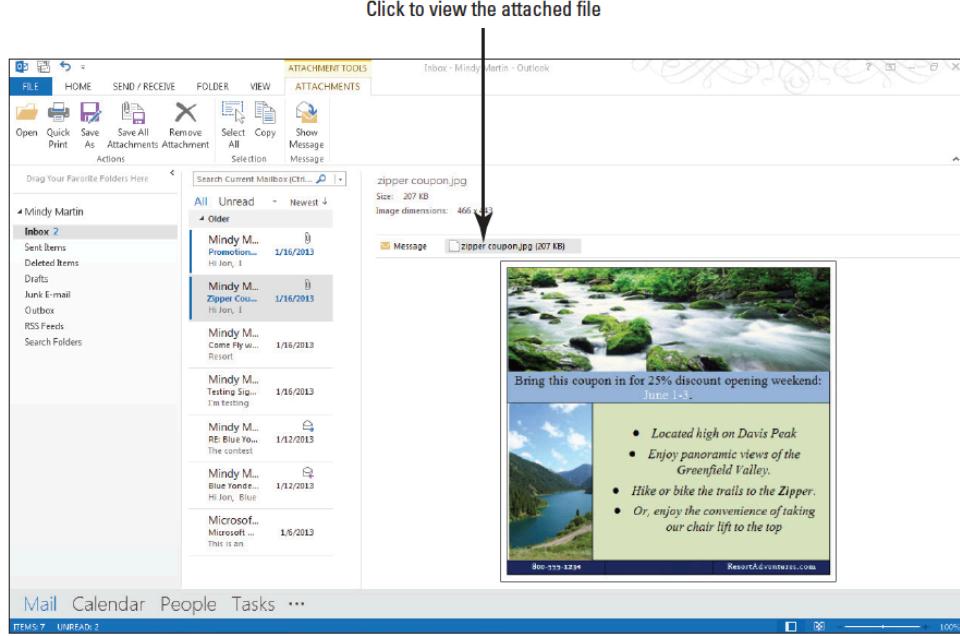


Step by Step: Preview an Attachment in Outlook

- Click the Zipper Coupon Attached message. The message is displayed in the Reading Pane, as shown below.

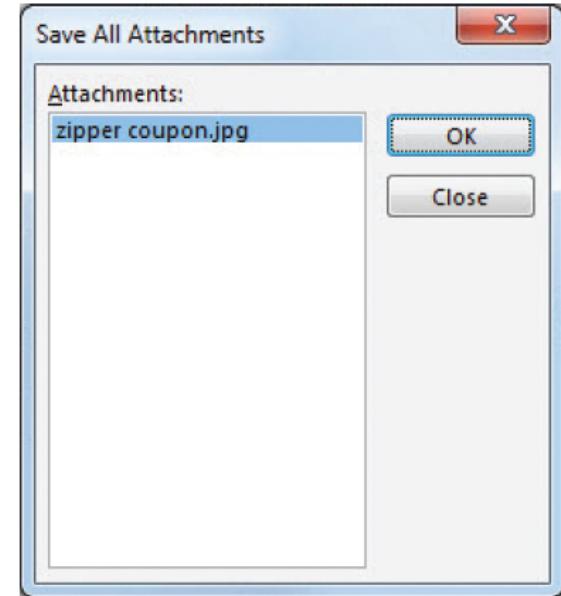


Step by Step: Preview an Attachment in Outlook

3. In the Reading Pane, click the attachment's filename. The attachment is displayed in the Reading Pane, as shown at right.
 4. In the Reading Pane, click the **Message** icon to close the preview and display the message.
- **PAUSE. LEAVE** Outlook open to use in the next exercise.
- 
- The screenshot shows the Microsoft Outlook interface. The ribbon tabs are FILE, HOME, SEND / RECEIVE, FOLDER, VIEW, ATTACHMENTS, and ATTACHMENT TOOLS. The ATTACHMENT TOOLS tab is selected. The main pane displays an inbox with several messages from 'Mindy Martin'. One message from 'Mindy M... zipper cou...' is selected. A callout arrow points from the text 'Click to view the attached file' to the filename 'zipper coupon.jpg' in the list. The reading pane on the right shows a preview of the image, which is a photograph of a waterfall. Below the image, text reads 'Bring this coupon in for 25% discount opening weekend: June 1-3.' and a bulleted list: '• Located high on Davis Peak', '• Enjoy panoramic views of the Greenfield Valley.', '• Hike or bike the trails to the Zipper.', and '• Or, enjoy the convenience of taking our chair lift to the top'. At the bottom of the reading pane, there is a URL 'RealtorDevon.com' and a phone number '866 333 4234'.

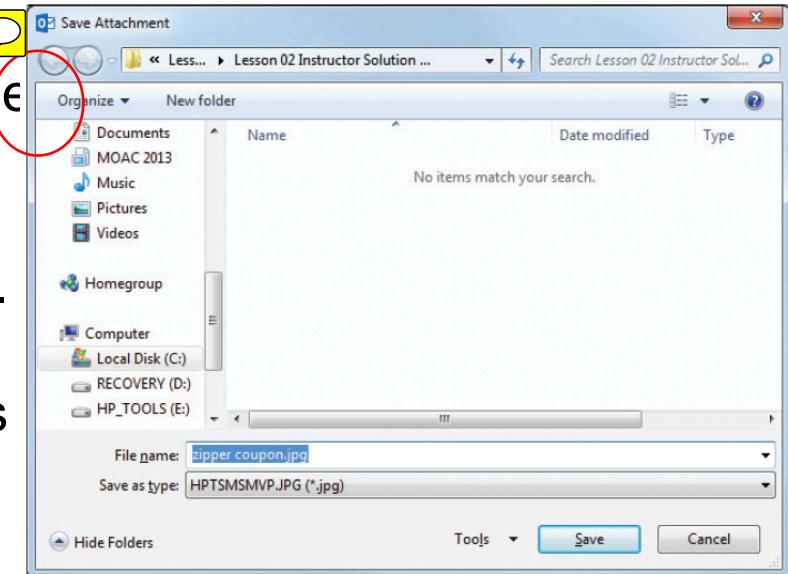
Step by Step: Save an Attachment from the Message List

- **USE** the Zipper Coupon Attached message with the attachment you sent to yourself in an earlier exercise.
 1. If necessary, click the **Zipper Coupon Attached** message in the message list.
 2. Click the **FILE tab** to open Backstage view.
 3. Click the **Save Attachments** command in the Navigation Pane. The Save All Attachments dialog box is displayed, as shown at right.



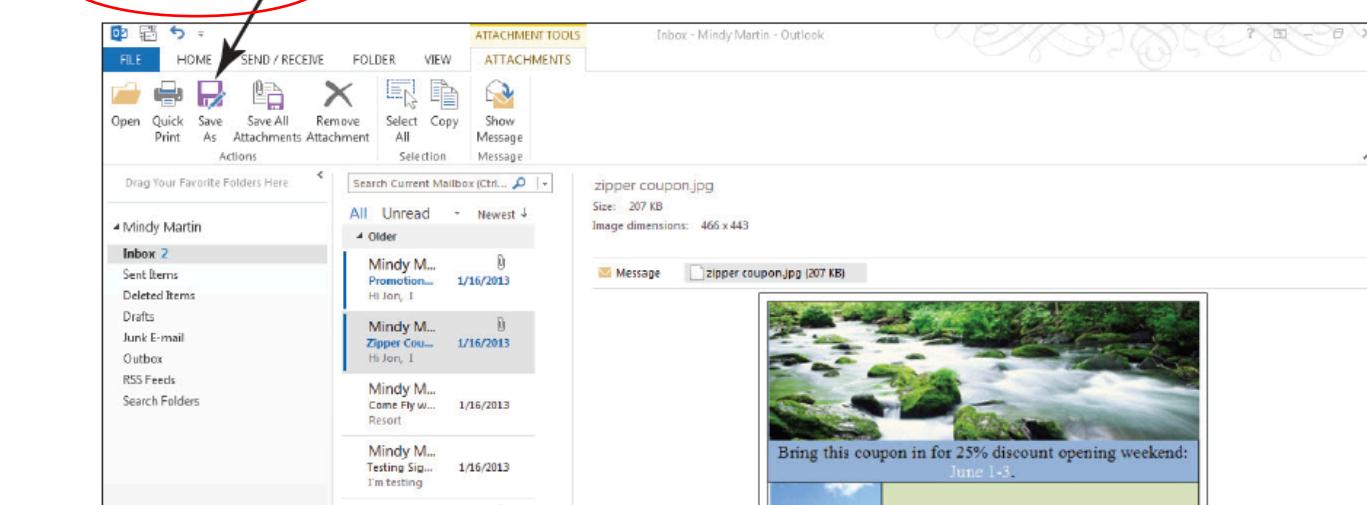
Step by Step: Save an Attachment from the Message List

4. If necessary, select **Zipper Coupon.jpg**, and click OK. The Save Attachment dialog box is displayed. By default, the My Documents folder is displayed. Navigate to the folder where you save your solution files, as shown at right.
 5. In the *File name* field, key **Zipper Coupon from Message List**.
 6. Click the **Save** button. A copy of the attachment is stored in your solutions folder.
- **PAUSE. LEAVE** Outlook open to use in the next exercise.



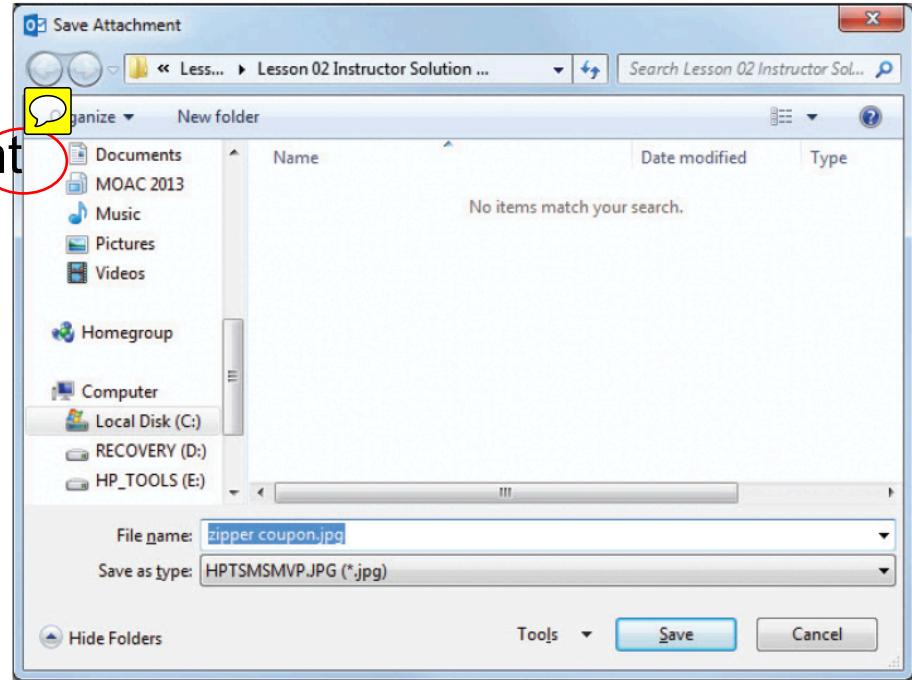
Step by Step: Save an Attachment from the Reading Pane

- **USE** the Zipper Coupon Attached message with the attachment you sent to yourself in an earlier exercise.
 1. Click the **Zipper Coupon Attached** message in the message list.
 2. In the Reading Pane, click the **Zipper Coupon.jpg** attachment. The ATTACHMENTS tab is displayed, as shown below.



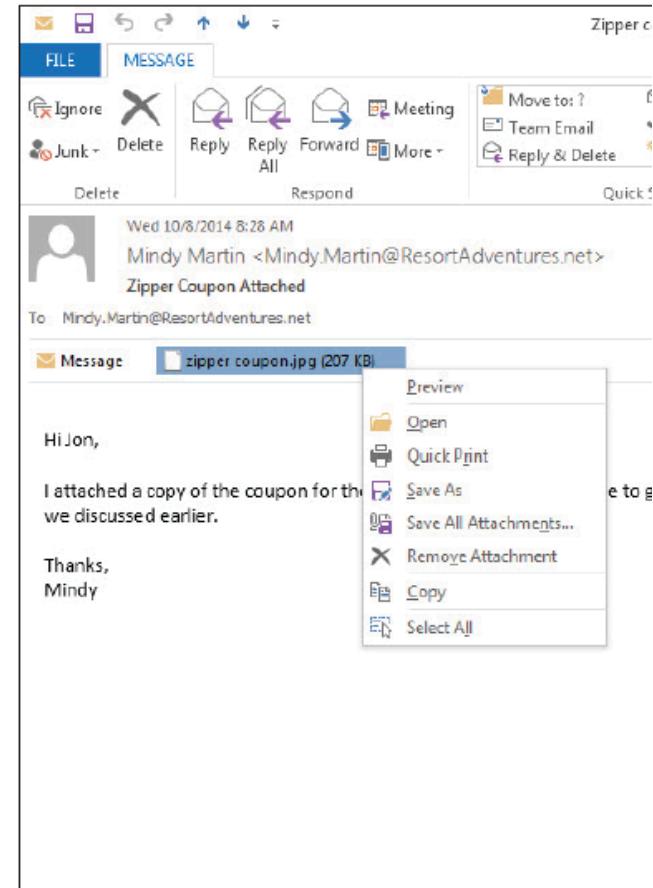
Step by Step: Save an Attachment from the Reading Pane

3. Click the **Save As** button on the ATTACHMENTS tab. The Save Attachment dialog box is displayed, as shown at right.
 4. If necessary, navigate to the folder where you save your solution files. In the *File name* field, change the name of the file to **Zipper Coupon from Reading Pane**.
 5. Click the **Save** button.
- **PAUSE. LEAVE** Outlook open to use in the next exercise.



Step by Step: Save an Attachment from an Open Message

- **USE** the Zipper Coupon Attached message with the attachment you sent to yourself in an earlier exercise.
 1. Double-click the **Zipper Coupon Attached** message in the message list. The message is opened in a new window.
 2. In the new window, right-click the **Zipper Coupon.jpg** attachment. The attachment's shortcut menu is displayed, as shown at right.



Step by Step: Save an Attachment from an Open Message

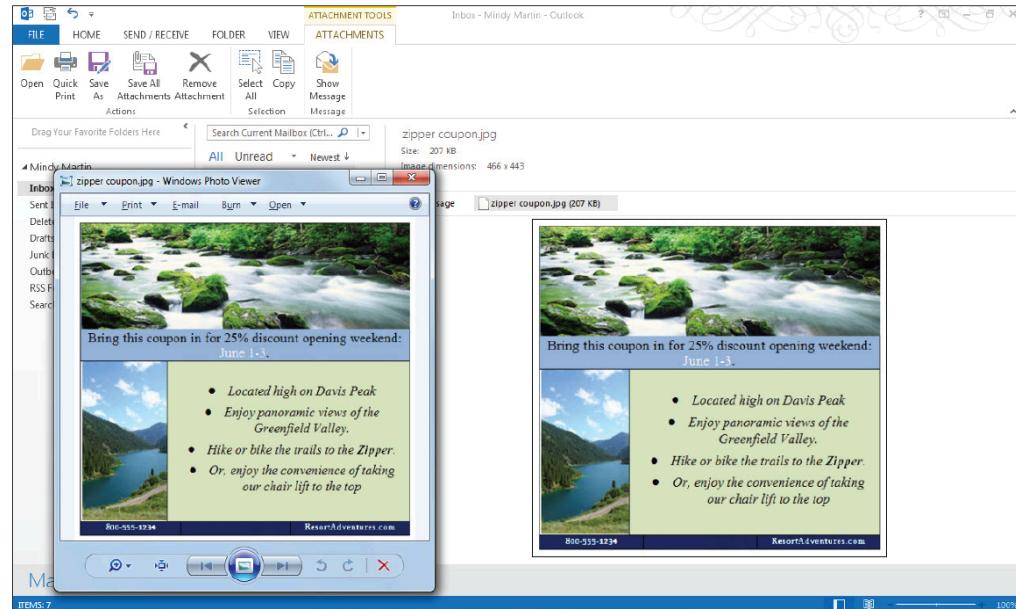
3. Select **Save As** on the shortcut menu. The Save Attachment dialog box is displayed.
 4. If necessary, navigate to the folder where you save your solution files. In the *File name* field, change the name of the file to **Zipper Coupon from Message Window**. Click the **Save** button.
 5. Close the message window.
- **PAUSE. LEAVE** Outlook open to use in the next exercise.

Step by Step: Open an Email Attachment

- USE the *Promotional Message Attached* message and the *Zipper Coupon Attached* message with the attachment that you sent to yourself in an earlier exercise.
 1. Click the **Promotional Message Attached** message in the message list.
 2. In the Reading Pane, click the **Come Fly with Us** attachment icon. The Come Fly with Us message window is displayed in the Reading Pane.
 3. In the Reading Pane, double-click the **Come Fly with Us** attachment. The Come Fly with Us — Message window is displayed.
 4. Close the message window.

Step by Step: Open an Email Attachment

5. In the message list, click on the **Zipper Coupon Attached** message.
 6. In the Reading Pane, click the **Zipper Coupon attachment icon** once, and click **Open** on the ATTACHMENTS tab. The **zipper coupon.jpg** file opens in the default image viewing program, as shown above.
 7. Close the image viewer.
- **PAUSE. LEAVE** Outlook open to use in the next exercise.

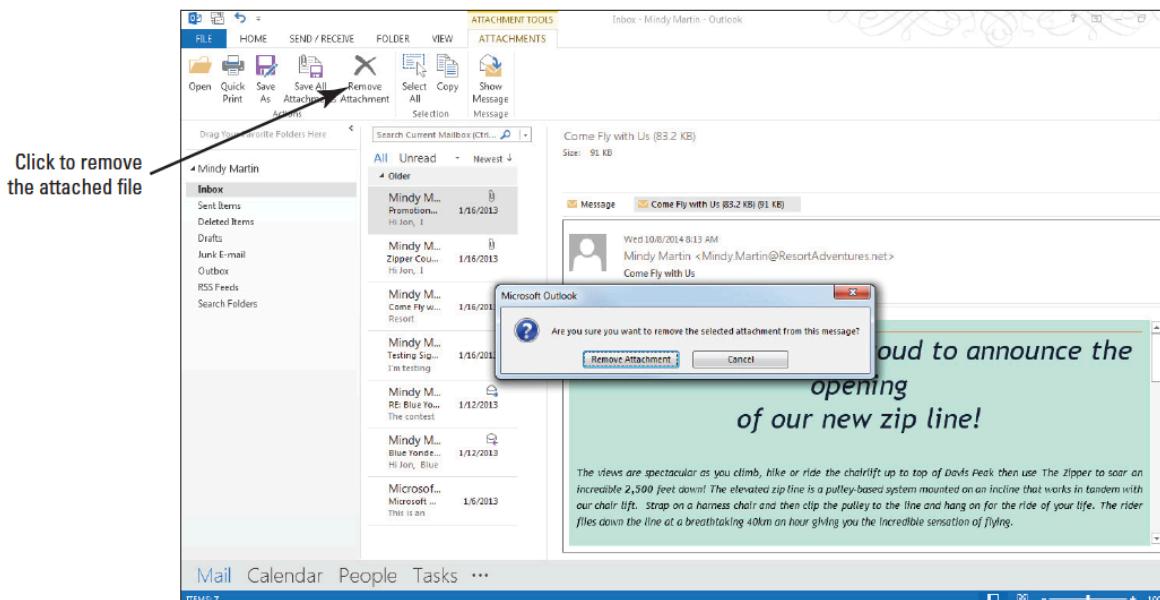


Step by Step: Removing an Attachment

- **USE** the *Promotional Message Attached* message with the attachment you sent to yourself in an earlier exercise.
 1. In the message list, click the **Promotional Message Attached** message.
 2. In the Reading Pane, click the **Come Fly with Us** attachment to display it in the Reading Pane.

Step by Step: Removing an Attachment

3. Click the **Remove Attachment** button on the ATTACHMENTS tab. A confirmation dialog box is displayed, as shown below.
 4. Click the **Remove Attachment** button. The attachment is deleted.
- **PAUSE. LEAVE** Outlook open to use in the next exercise.



Step by Step: Printing an Attachment

- **USE** the *Zipper Coupon Attached* message with the attachment you sent to yourself in an earlier exercise. You need to have set up the printer in a previous exercise to complete this exercise.
 1. Click the **Zipper Coupon Attached** message in the message list.
 2. In the Reading Pane, click the **Zipper Coupon.jpg** attachment to display it in the Reading Pane.
 3. Click the **Quick Print** button on the ATTACHMENTS tab.
- **PAUSE. LEAVE** Outlook open to use in the next exercise.

Skill Summary

Skills	Exam Objective	Objective Number
Creating Messages	Create messages Change text formats for all outgoing messages	2.1.1 1.1.2
Sending a Message	Add cc and bcc to messages	2.1.5
Reading and Responding to Messages	Reply to sender only Reply to all Forward messages Print messages Save messages in alternate formats	2.1.8 2.1.7 2.1.2 1.3.1 1.3.7
Formatting Messages	Format text Apply themes and styles	2.2.1 2.2.3
Personalizing Messages	Create and assign signatures Format signatures Add a signature to specific messages	1.2.2 2.2.6 2.2.5
Working with Quick Parts	Create and use Quick Parts	2.2.7
Inserting and Formatting Graphic Message Content	Insert images Insert hyperlinks	2.2.4 2.2.2
Working with Attachments	Add/remove message Set attachment reminder options Preview attachments Save message attachments	2.1.4 2.3.11 1.3.4 1.3.3