

Microsoft Outlook 2013

Lesson 6

Working with Contacts

Objectives

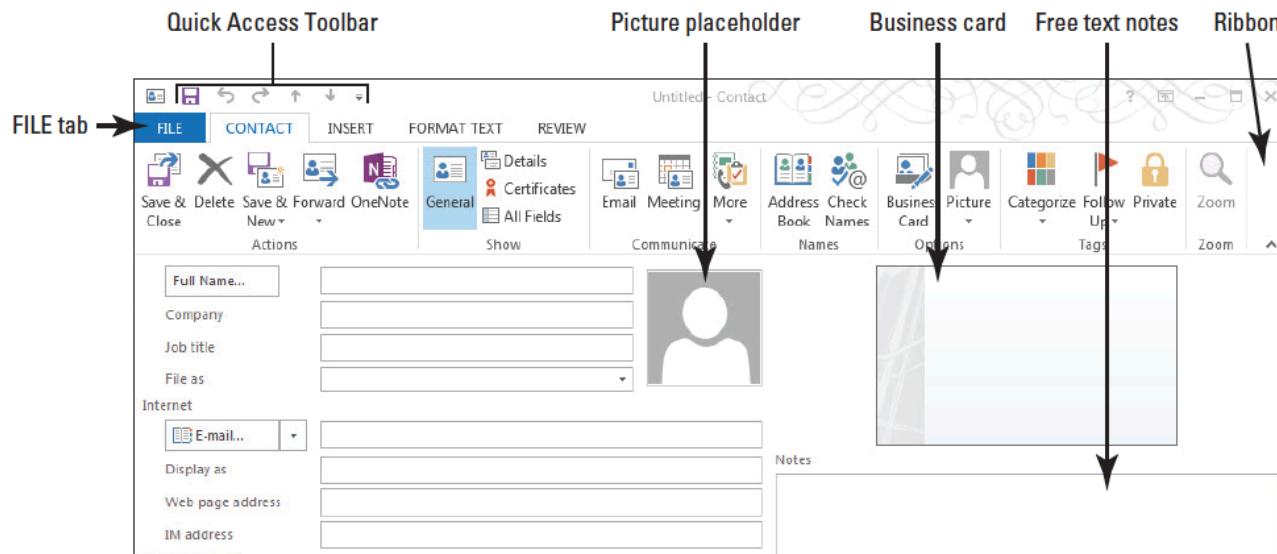
Skills	Exam Objective	Objective Number
Creating and Modifying Contacts	Create new contacts Edit contact information Attach notes to contacts Attach an image to contacts Add tags to contacts	4.1.1 4.1.4 3.4.3 4.1.5 4.1.6
Sending and Receiving Contacts	Create new contacts Share contacts	4.1.1 4.1.7
Viewing and Deleting Contacts	Configure views Delete contacts	1.1.5 4.1.2
Creating and Manipulating Contact Groups	Create new contact groups Delete group members Add contacts to existing groups Update contacts within groups Add notes to a group Share contacts Delete groups	4.2.1 4.2.6 4.2.2 4.2.4 4.2.3 4.1.7 4.2.5
Sending a Message to a Contact Group		

Step by Step: Create a Contact from Scratch

- **GET READY.** Before you begin these steps, be sure to turn on or log on to your computer and start Outlook 2013.
 1. Click the **People** button on the Navigation bar to display the Outlook People Hub.

Step by Step: Create a Contact from Scratch

2. Click **New Contact** on the HOME tab. The Untitled—Contact window is displayed, as shown below. The blank Contact window is ready to store data for a new contact.
3. Click the **Full Name** field, if your cursor isn't already positioned there.



Step by Step: Create a Contact from Scratch

4. Key **Gabe Mares** and [press **Tab**]. The insertion point moves to the **Company** field. The **File as** field is automatically filled with *Mares, Gabe*, and *Gabe Mares* is displayed in the business card. The name of the window is changed to *Gabe Mares–Contact*.
5. In the **Company** field, key **Wingtip Toys** and [press **Tab**]. The insertion point moves to the **Job title** field. The company's name is added to the business card.

Step by Step: Create a Contact from Scratch

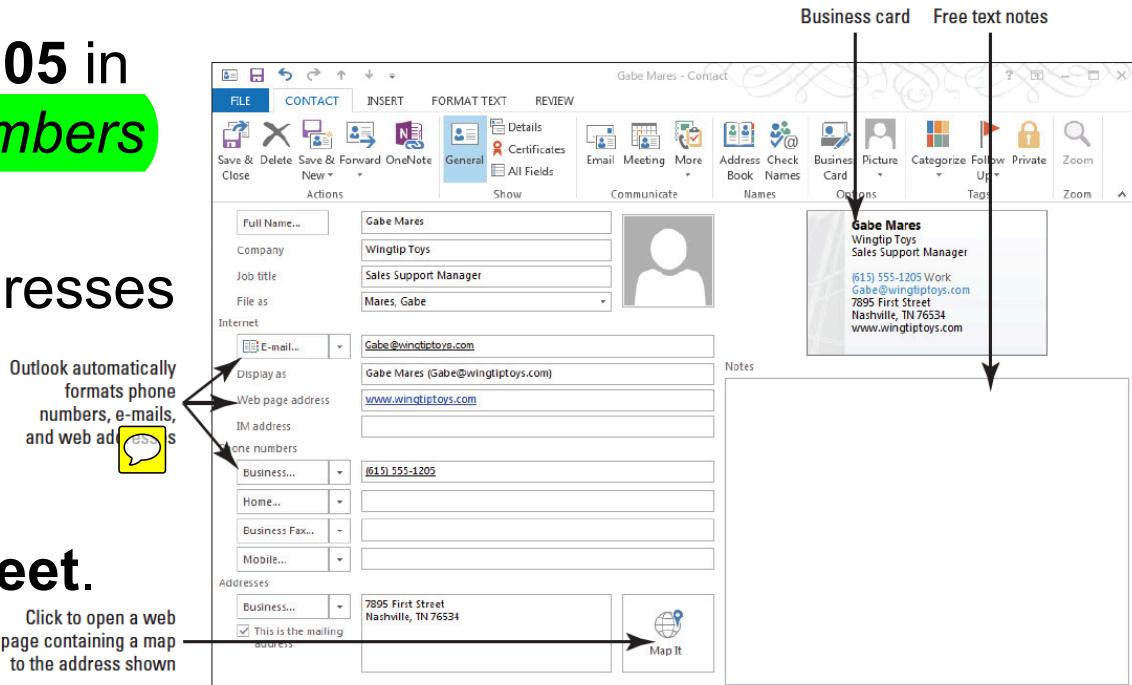
6. In the *Job title* field, key **Sales Support Manager** and [press **Tab**]. Gabe's job title is added to the business card. The insertion point moves to the *File as* field, highlighting the current value.
7. Click the **dropdown arrow** in the *File as* field. A short list of alternative ways of filing the contact is displayed. Some methods use the company name to file the contact. Other alternatives file the contact by the contact's first name.
8. Release the mouse button. When you click another field, the *File as* field will return to the default selection, which files contacts by last name.

Step by Step: Create a Contact from Scratch

9. Click the *Email* field, and key **Gabe@wingtiptoys.com** and [press **tab**]. The **Display as** field is automatically filled, and Gabe's email address is added to the business card.
10. You don't want to change the way Gabe's email address is displayed, so [press **Tab**]. The insertion point moves to the *Web page address* field.
11. In the *Web page address* field, key **www.wingtiptoys.com**.
12. Below the *Phone numbers* heading, click the **Business** field. When you move the insertion point out of the *Web page address* field, the Web page address is automatically added to the business card.

Step by Step: Create a Contact from Scratch

13. Key **6155551205** in the *Phone Numbers* field.
14. Below the Addresses heading, click the *Business* field, and key **7895 First Street**.
[Press Enter].
Key
Nashville, TN 76534. [Press Tab]. The business card is automatically updated, and the Map It button is undimmed, as shown above.



Step by Step: Create a Contact from Scratch

15. In the Actions group on the Ribbon, click the **Save & Close** button. Gabe Mares' contact information is saved and stored in the Outlook Address Book, and you are returned to the main People Hub.
16. Double-click a **blank area** in the Contacts Index. A new Untitled—Contact window is displayed.
17. Click the following fields and key the new values.

Name **Susan Davis**

Company Name **Example Company**

Email **someone@example.com**

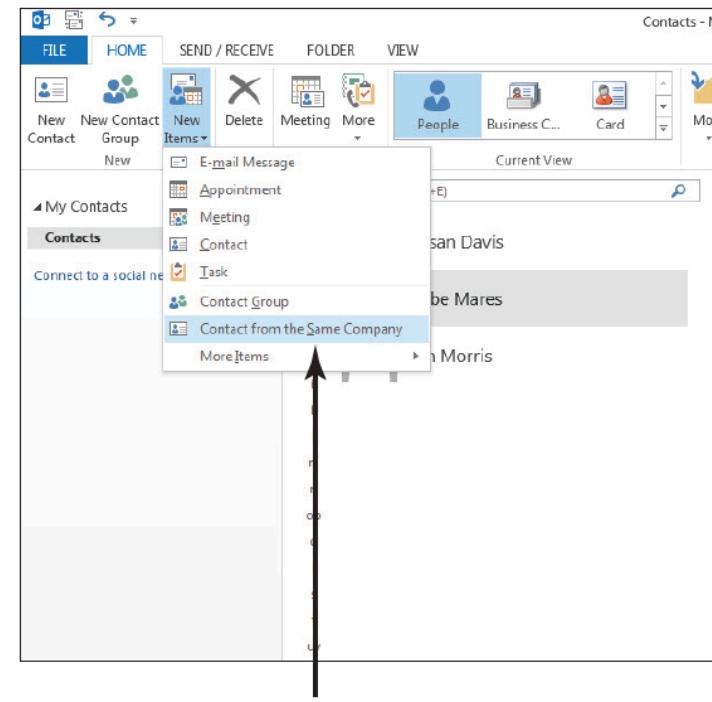
- The name of the contact record window changes to Susan Davis—Contact.

Step by Step: Create a Contact from Scratch

18. In the Actions group on the Ribbon, click the **Save & Close** button. The Susan Davis contact information is saved, and you are returned to the main People Hub.
- **PAUSE. LEAVE** Outlook open to use in the next exercise.

Step by Step: Create a Contact from an Existing Contact

- **GET READY.** Before you begin these steps, be sure to complete the previous exercise.
 1. If necessary, click the **People** button in the Navigation bar to open the People Hub.
 2. Click the **Gabe Mares** contact record. The Gabe Mares—Contact window is displayed in the Contact Card pane. In the New group on the Ribbon, click **New Items** to display a list of options, as shown above.



Step by Step: Create a Contact from an Existing Contact

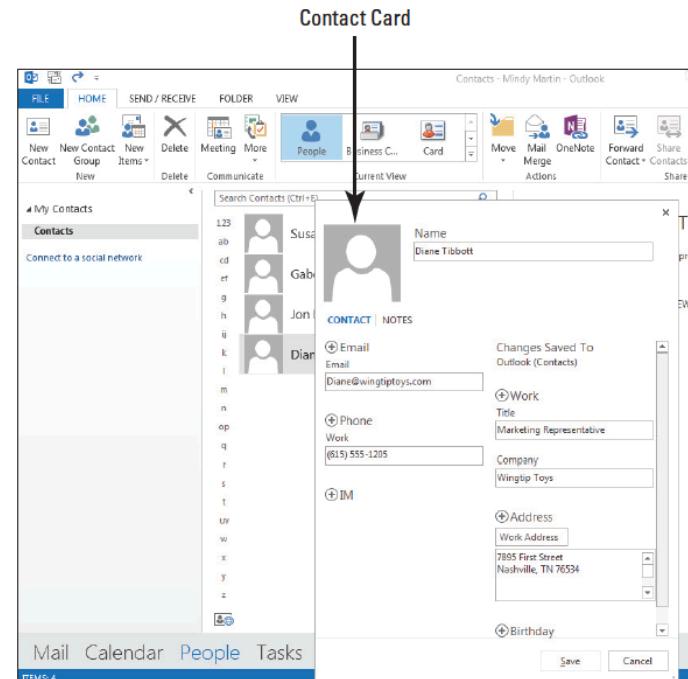
3. In the dropdown list of options, click **Contact from the Same Company**. A new window titled Wingtip Toys—Contact is displayed.
4. Click the *Full Name* field if necessary. Key **Diane Tibbott** and [press Tab]. The insertion point moves to the *Company* field. The *File As* field is automatically filled with *Tibbott, Diane*, and *Diane Tibbott* is displayed in the business card. The name of the window is changed to Diane Tibbott—Contact.
5. Click the *Job title* field. Key **Marketing Representative** and [press Tab]. Diane's job title is added to the business card. The insertion point moves to the *File As* field, highlighting the current value.

Step by Step: Create a Contact from an Existing Contact

6. Click the *Email* field. Key **Diane@wingtiptoys.com** and [press **Tab**]. The *Display as* field is automatically filled and Diane's email address is added to the business card.
 7. In the Actions group on the Ribbon, click the **Save & Close** button. Diane Tibbott's contact information is saved and her Contact window closes.
- **PAUSE. LEAVE** Outlook open to use in the next exercise.

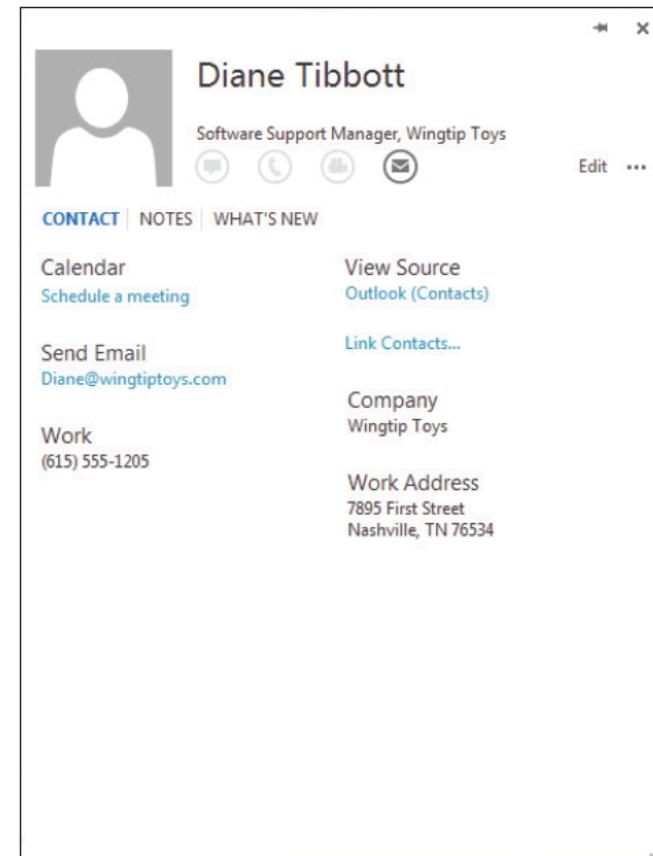
Step by Step: Update Contact Information

- **GET READY.** Before you begin these steps, be sure to complete the preceding exercises and have Outlook open and running on your computer.
 1. If necessary, click the **People** button in the Navigation bar to display the main People Hub.
 2. Double-click the **Diane Tibbott** contact record. The Diane Tibbott—Contact Card window is displayed, as shown at right. As you can see, the Contact Card is a more streamlined view of a contact's information.



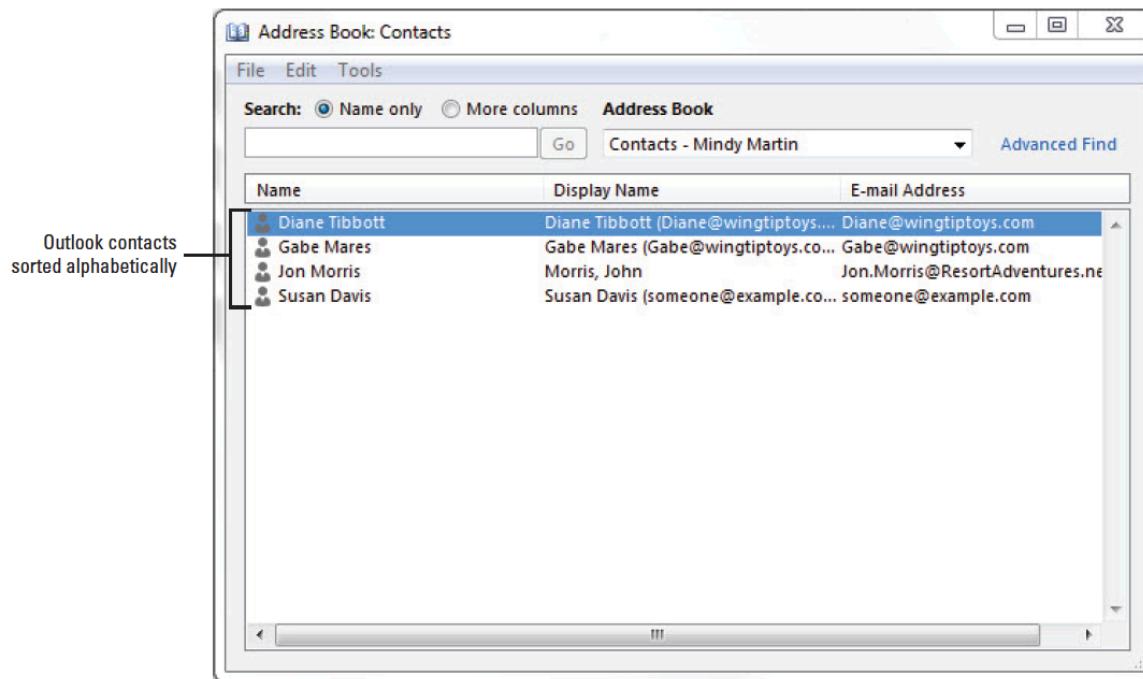
Step by Step: Update Contact Information

3. Click the **Title** field. Select the existing value, key **Software Support Manager**, and [press **Tab**]. Diane's job title is modified on the People Hub.
4. Click the **Save** button. The modified contact information is saved, and the Contact Card pop-out is displayed, as shown at right.



Step by Step: Update Contact Information

5. Click the X in the upper right corner to close the card.
6. In the Find group on the HOME tab, click **Address Book**. The Address Book: Contacts window is displayed, as shown below.



Step by Step: Update Contact Information

7. In the list of contacts, double-click the **Gabe Mares** contact. The full Gabe Mares—Contact window opens.
8. Click the following fields and replace the existing values with the new values.

Company Tailspin Toys

Job title Software Development Manager

Email Gabe@tailspintoys.com

Web page address www.tailspintoys.com

Business phone number 6155550195

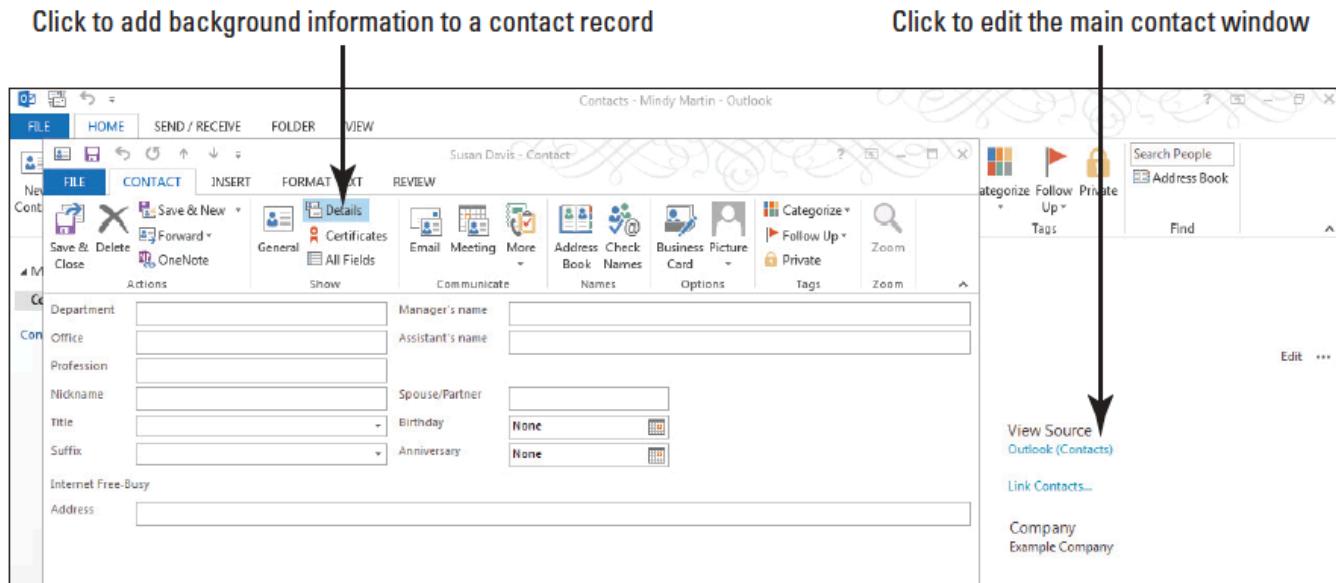
Business address 5678 Park Place Nashville, TN
76502

Step by Step: Update Contact Information

9. In the Actions group on the Ribbon, click the **Save & Close** button. The modified contact information is saved and the Gabe Mares—Contact window closes.
10. Click **File** and **Close** to close the Address Book.
11. Click the **Susan Davis** contact.
12. In the Contact Card pane, click the **Outlook (Contacts)** link under View Source. The Susan Davis—Contact window opens displaying general contact information.

Step by Step: Update Contact Information

13. Click **Details** in the Show group. The Details page of the contact record allows you to add background information to the contact, as shown below.
14. In the **Assistant's name** field, key **Michael**.

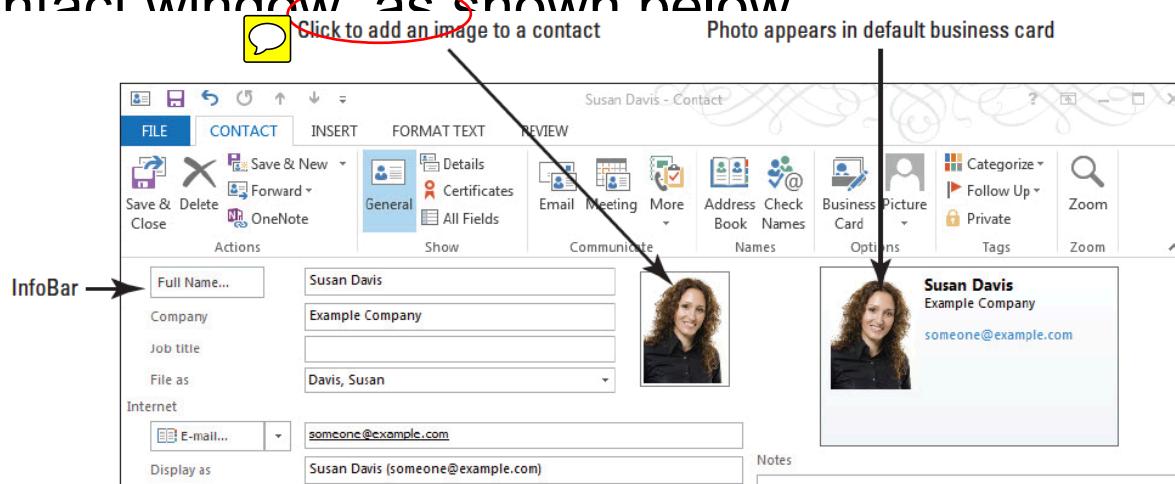


Step by Step: Update Contact Information

15. Click **General** in the Show group to return to the primary Contact window view.
16. Click in the **Notes** block in the lower right corner of the window. Use the Notes area to enter additional information about the contact that you want to remember.
17. Key **Susan is interested in working on the New Horizons project.**

Step by Step: Update Contact Information

18. Click the **picture placeholder** in the center of the window. The Add Contact Picture dialog box is displayed.
19. Navigate to the data files for this lesson and select the **Susan.jpg** file and click **OK**. The Add Contact Picture dialog box closes, and you return to the Susan Davis—
Contact window, as shown below



Step by Step: Update Contact Information

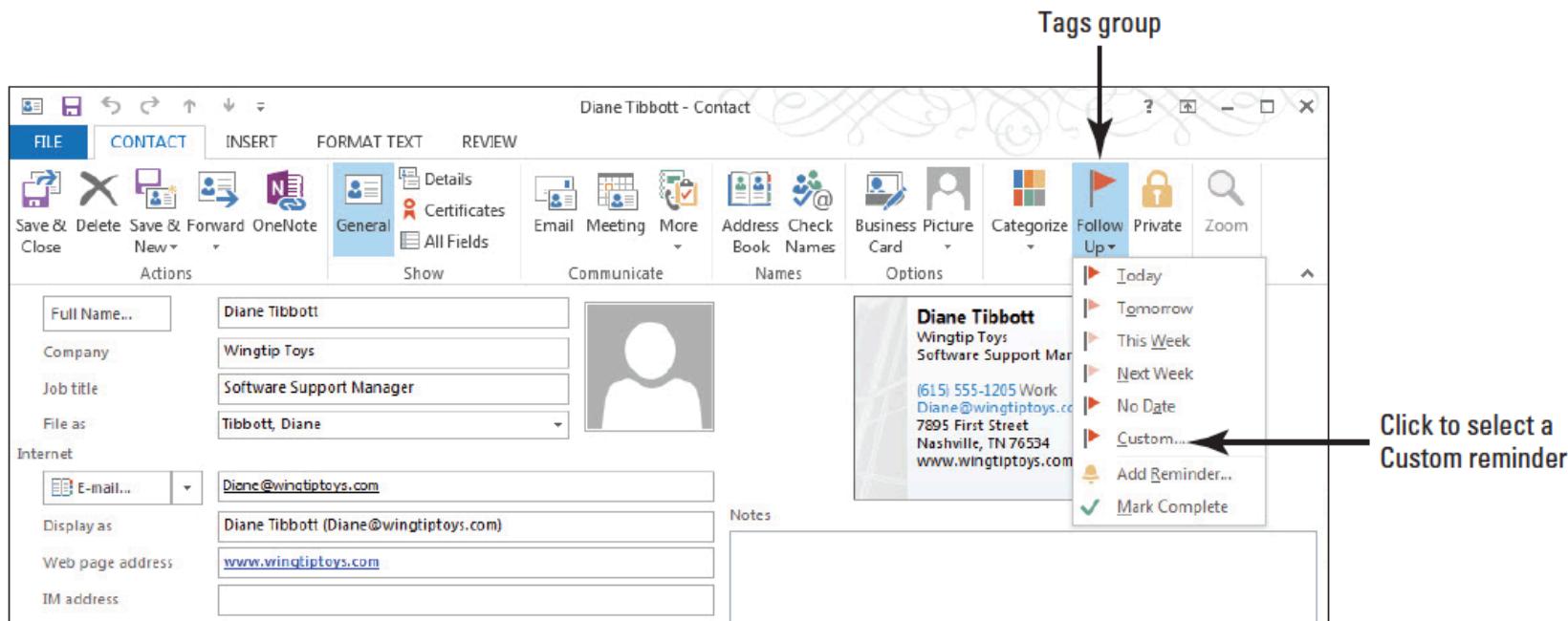
20. In the Actions group on the Ribbon, click the **Save & Close** button. The modified contact information is saved, and the Susan Davis—Contact window closes to return to the main People Hub.
- **PAUSE. LEAVE** Outlook open to use in the next exercise.

Step by Step: Set Reminders for a Contact Record

- **GET READY.** Before you begin these steps, be sure to complete the preceding exercises and have Outlook open and running on your computer.
 1. If necessary, click the **People** button in the Navigation bar to display the main People Hub.
 2. Select the **Diane Tibbott** contact record, and click the **Outlook (Contacts)** link under the View Source heading. The Diane Tibbott—Contact window is displayed.

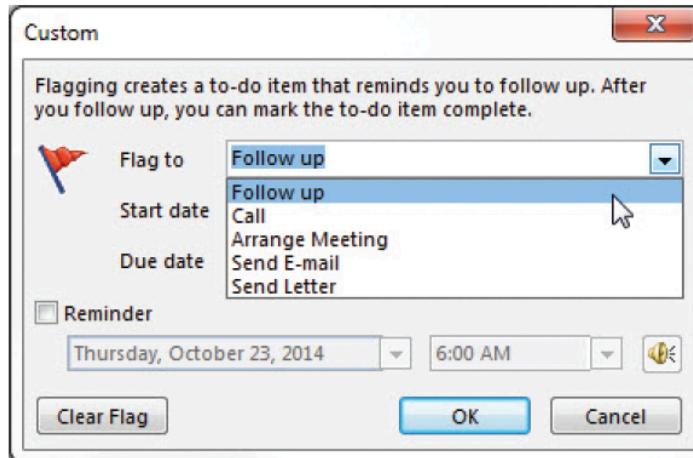
Step by Step: Set Reminders for a Contact Record

3. Click **Follow Up** in the Tags group, as shown below.
4. Select the **Custom** option. The Custom dialog box is displayed.



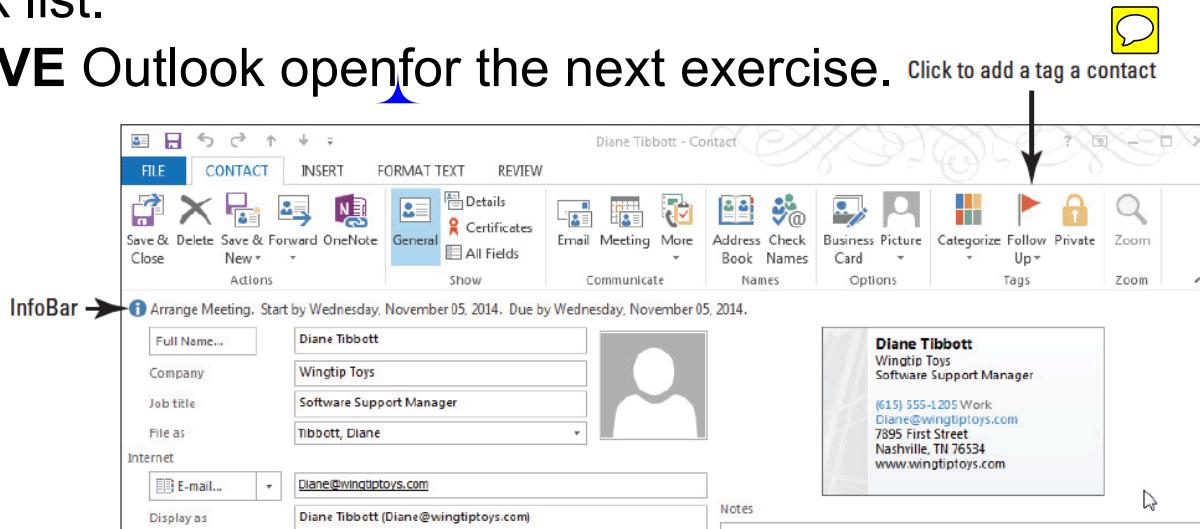
Step by Step: Set Reminders for a Contact Record

5. Click the **Flag to** dropdown arrow. A list of available follow-up tags is displayed, as shown below.
6. Select the **Arrange Meeting** tag.
7. In the *Start date* field, select a date that is two weeks from today. Set the same date for the *Due date* field.



Step by Step: Set Reminders for a Contact Record

8. Click **OK**. An InfoBar appears at the top of the contact record reminding you to set up a meeting with Diane in two weeks, as shown below.
 9. Click **Save & Close** to return to the main Contacts folder.
 10. Hover over the **Tasks** button on the Navigation bar to display the Tasks Peek. Notice that Diane Tibbot has been added to the Task list.
- **PAUSE. LEAVE Outlook open** for the next exercise.

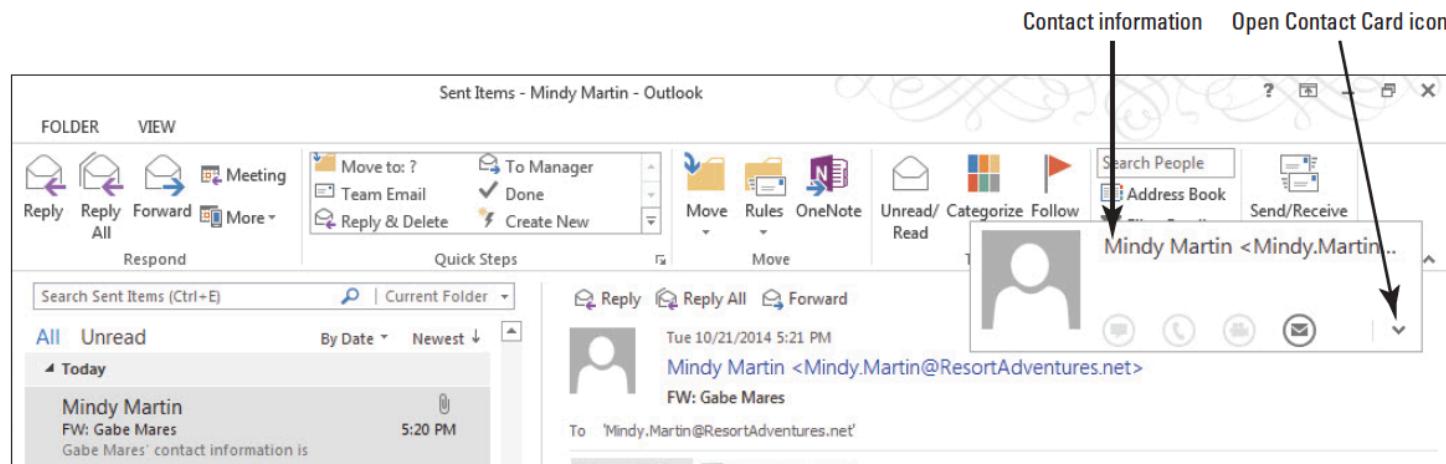


Step by Step: Create a Contact from a Message Header

- **GET READY.** Before you begin these steps, be sure that Microsoft Outlook is running and that you have completed the preceding exercises in this lesson.
 1. Click the **Mail** button in the Navigation bar to display the Mail folder.
 2. Click on a message you sent to yourself. The message is displayed in the Reading Pane.

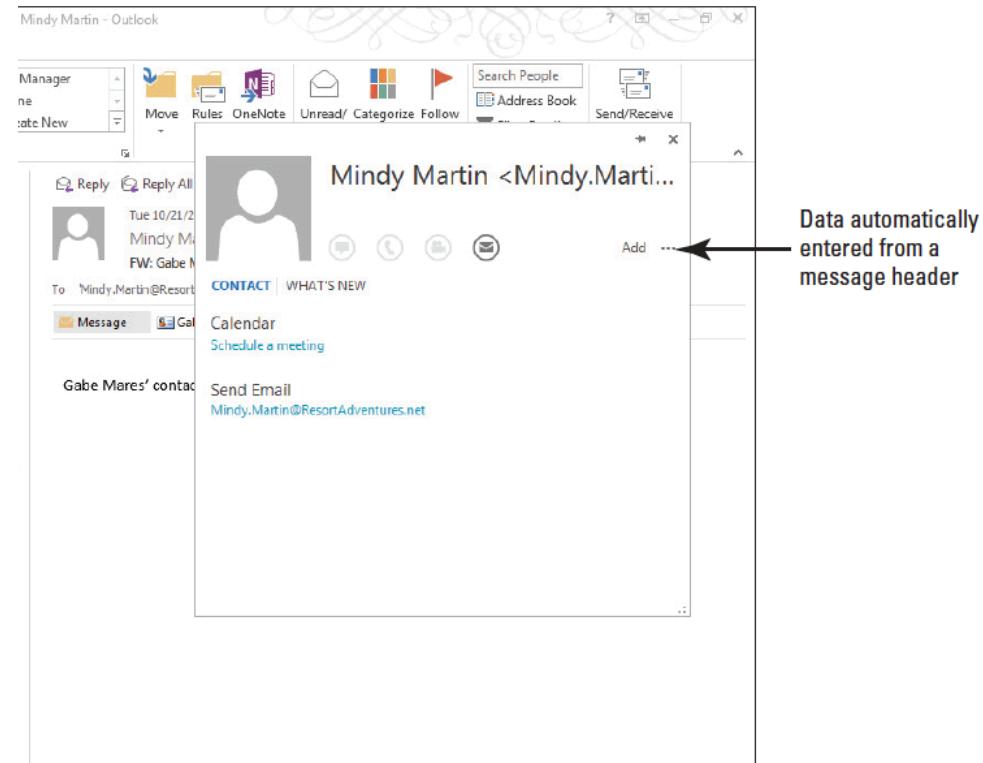
Step by Step: Create a Contact from a Message Header

3. In the Reading Pane, point to the sender's name or email address. An information pane appears above the email address, as shown below.



Step by Step: Create a Contact from a Message Header

4. Click the **Open Contact Card** icon on the contact information pane. A Contact Card containing the sender's information is displayed, as shown at right.



Step by Step: Create a Contact from a Message Header

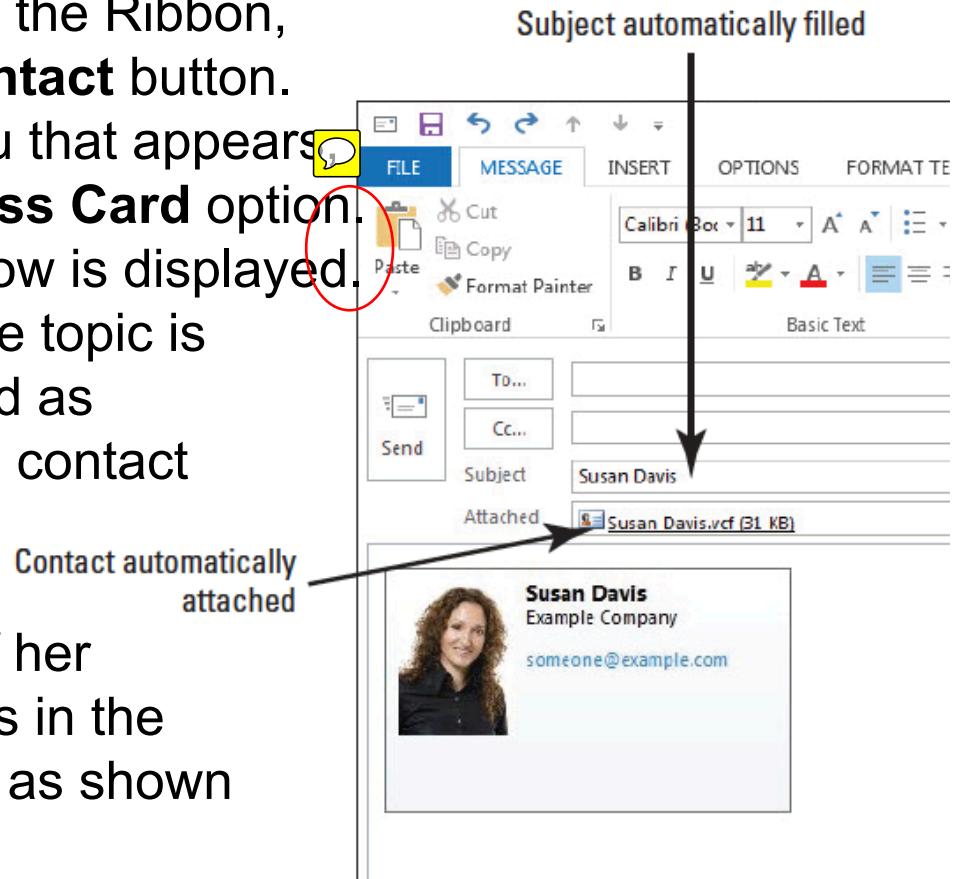
5. Click **Add** on the Contact Card to add your contact information to your Address Book. The Contact Card changes to an Edit Contact Card window.
 6. Click the **Save** button. The contact record is created.
 7. Click the **People** button in the Navigation bar to display the People Hub. Notice that you are now listed in the Contact Index.
- **PAUSE. LEAVE** Outlook open to use in the next exercise.

Step by Step: Forward a Contact as an Attachment

- **GET READY.** Before you begin these steps, be sure to complete the preceding exercises and have Outlook 2013 open and running on your computer.
 1. If necessary, click the **People** button in the Navigation bar to display the main People Hub.
 2. Click the **Susan Davis** contact record. Susan Davis' contact information is displayed in the Contact Card pane.

Step by Step: Forward a Contact as an Attachment

3. In the Share group on the Ribbon, click the **Forward Contact** button. In the dropdown menu that appears, click the **As a Business Card** option. A new message window is displayed. In the **Subject** field, the topic is automatically identified as *Susan Davis*, Susan's contact record is attached to the message as a .vcf file, and a copy of her business card appears in the body of the message, as shown at right.



Step by Step: Forward a Contact as an Attachment

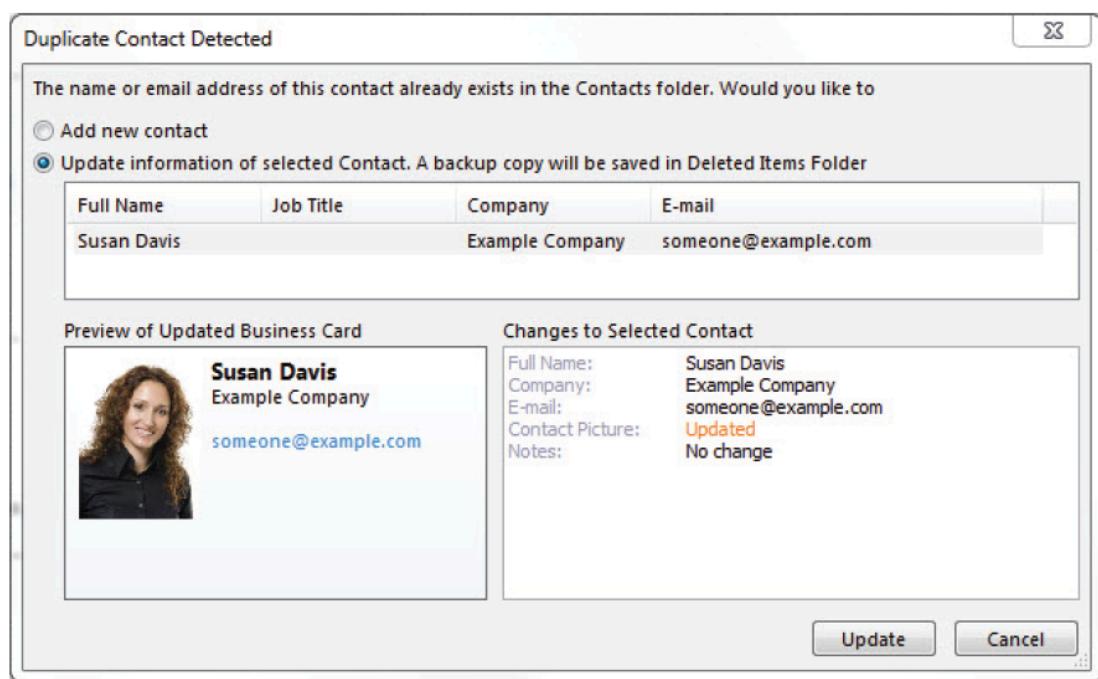
4. In the **To** field, key [your email address].
 5. Click the **Send** button. The message is moved to the Outbox, and it is sent when your computer is connected to the Internet.
- **PAUSE. LEAVE** Outlook open to use in the next exercise.
 - In the previous exercise, you sent contact information directly from the Contacts folder as an attachment to a message. This enables you to send contact information without keying it as text in a message.

Step by Step: Save a Contact Received as a Contact Record

- **GET READY.** Before you begin these steps, be sure that Microsoft Outlook is running and that you have completed the preceding exercises in this lesson.
 1. Click the **Mail** button in the Navigation bar to display the Inbox. If the *Susan Davis* message has not arrived yet, click the **Send/Receive All Folders** button on the HOME tab.
 2. Click the **Susan Davis** message. The message is displayed in the Reading Pane.
 3. In the Reading Pane, double-click the **Susan Davis.vcf** attachment. The attachment opens in the Susan Davis—Contact window.

Step by Step: Save a Contact Received as a Contact Record

4. In the Actions group on the Ribbon, click the **Save & Close** button. Outlook detects that this is a duplicate contact. The Duplicate Contact Detected window shown above is displayed. If the contact record was not a duplicate, the contact would be saved with no further action needed.

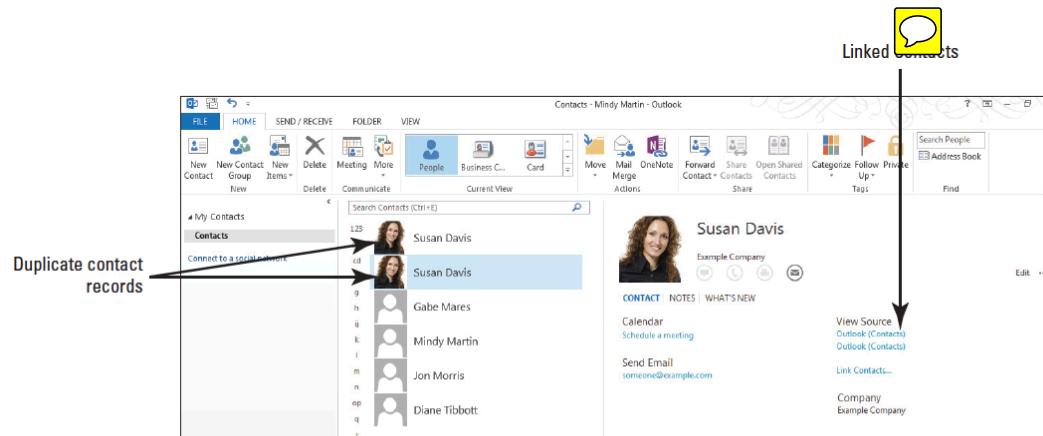


Step by Step: Save a Contact Received as a Contact Record

5. You want to create a new contact, so select the **Add new contact** option at the top of the window, and click the Add button at the bottom of the window. The Duplicate Contact Detected window is closed, the contact record is created, and you are returned to the Mail folder.

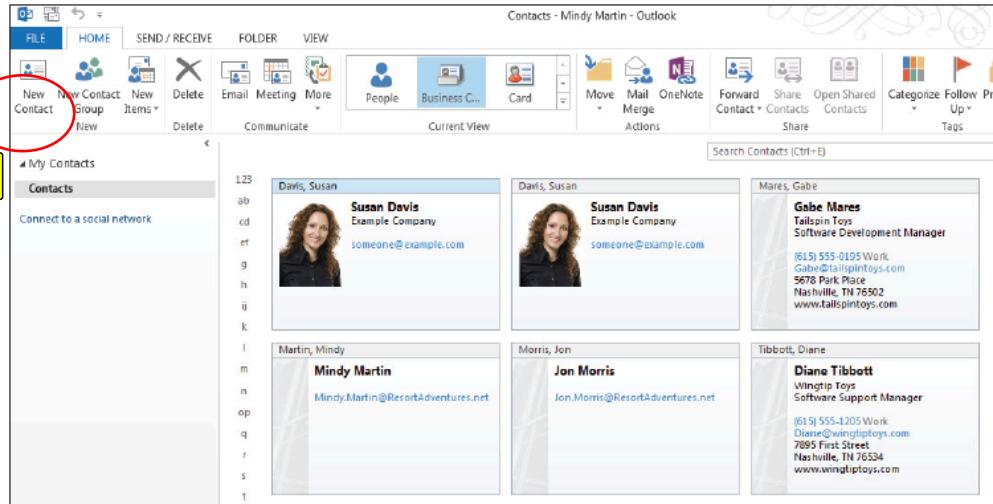
Step by Step: Save a Contact Received as a Contact Record

6. Click the **People** button in the Navigation bar to display the main People Hub. Now, you have the original Susan Davis contact record you created by keying the data and the Susan Davis contact record from the attachment. Your Contacts folder should be similar to the figure below. In your Contacts folder, Jon Morris's contact record is replaced by the individual with whom you exchanged digital signatures in Lesson 3.
- **PAUSE. LEAVE** Outlook open to use in the next exercise.



Step by Step: View Contacts

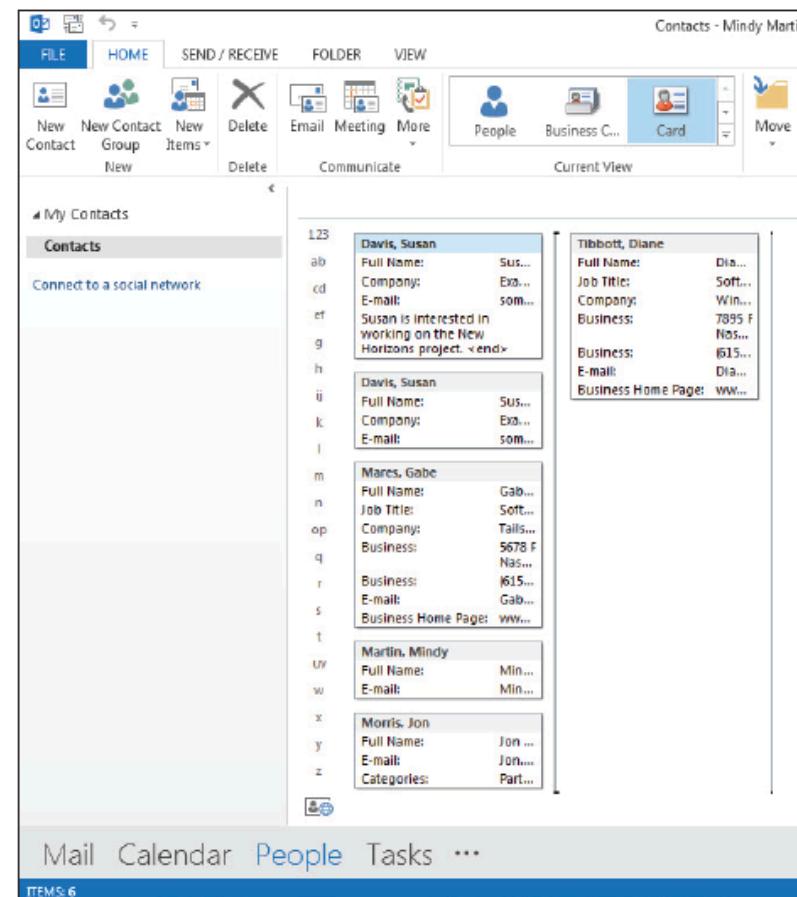
- **GET READY.** Before you begin these steps, be sure that Microsoft Outlook is running and that you have completed the preceding exercises.



1. If necessary, click the **People** button in the Navigation bar to open the People Hub.
2. Click **Business Card** in the Current View group of the HOME tab. The views are displayed as business cards including any graphics, such as the contacts photo, as well as contact information, as shown above.

Step by Step: View Contacts

3. Click the **Card** button in the Current View group of the HOME tab. The view is modified as shown at right. The cards are lined up in narrow columns, and any graphics are hidden, but notes are shown.



Step by Step: View Contacts

- Click the **More** button to open the Current View gallery on the HOME tab. Select the **Phone** option to view the contacts as a phone list as shown below. Use this view if you need to call several contacts in your Contacts folder.

Current View group

The screenshot shows the Microsoft Outlook interface. The ribbon is visible at the top with the 'HOME' tab selected. Below the ribbon is the 'Current View group' section, which includes a 'Current View' gallery with 'Phone' and 'List' options, and a 'Actions' section with buttons for Move, Mail Merge, OneNote, Forward, Share, Open Shared Contacts, Categorize, Follow Up, Private, Share, Tags, and Find. The main pane displays a list of contacts under 'My Contacts' with the 'Contacts' tab selected. The contact list includes columns for FULL NAME, COMPANY, FILE AS, COUNTRY/REGION, BUSINESS PHONE, BUSINESS FAX, HOME PHONE, MOBILE PHONE, and E-MAIL. The contacts listed are Susan Davis, Example Company, Davis, Susan; Susan Davis, Example Company, Davis, Susan; Gabe Mares, Tailspin Toys, Mares, Gabe; Mindy Martin, Tailspin Toys, Martin, Mindy; Jon Morris, Wingtip Toys, Morris, Jon; and Diane Tibbott, Wingtip Toys, Tibbott, Diana. The 'Phone' view is highlighted in the Current View gallery.

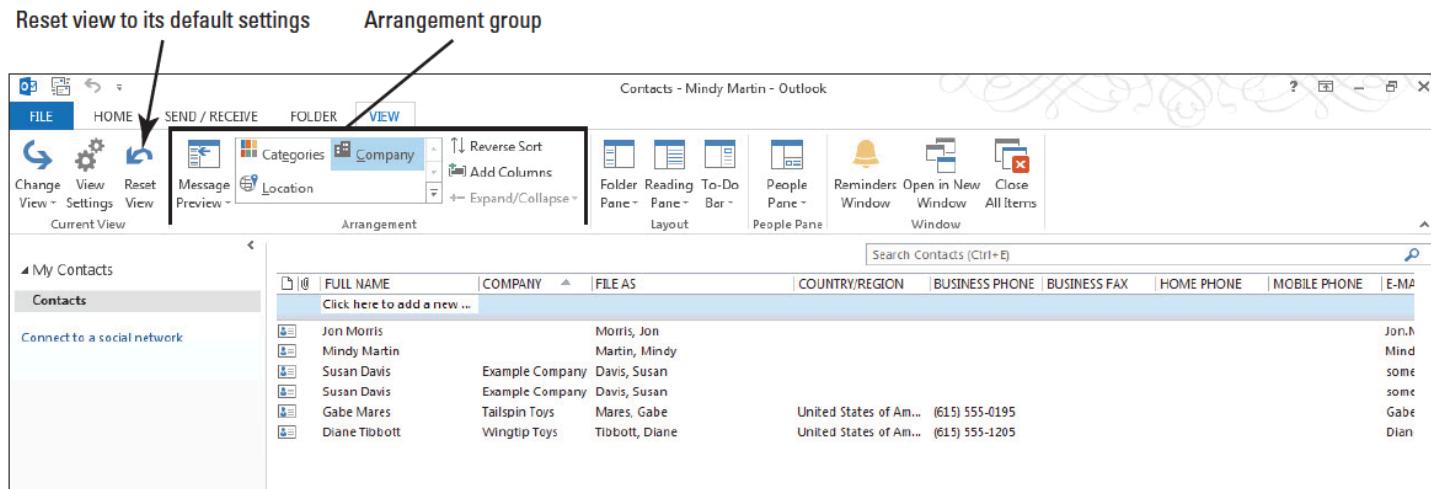
FULL NAME	COMPANY	FILE AS	COUNTRY/REGION	BUSINESS PHONE	BUSINESS FAX	HOME PHONE	MOBILE PHONE	E-MAIL
Susan Davis	Example Company	Davis, Susan						susan
Susan Davis	Example Company	Davis, Susan						susan
Gabe Mares	Tailspin Toys	Mares, Gabe	United States of Am...	(615) 555-0195				Gabe
Mindy Martin	Tailspin Toys	Martin, Mindy						Mind
Jon Morris	Wingtip Toys	Morris, Jon						Jon.H
Diane Tibbott	Wingtip Toys	Tibbott, Diana	United States of Am...	(615) 555-1205				Dian

Step by Step: View Contacts

5. Click the **VIEW** tab to see additional viewing options. In the Arrangement group, you can select to organize the list by category, company name, or location.
6. Click the **Categories** button. The view is modified to group the contacts by category. At this point we haven't categorized any of the contacts, but this view can be helpful if you use categories to organize your Outlook Data File.

Step by Step: View Contacts

7. Click the **Company** button in the Arrangement group on the VIEW tab. The view is modified to sort the contacts by company name, as shown below. Use this view to see all the contacts working for a specific company. The List view is similar but it breaks the contacts into groups by company.



Step by Step: View Contacts

8. Click the **Location** button in the Arrangement group. The view is modified to group the contacts by country/region. Use this view to see contacts with an address in a particular area. This is more useful if your contacts are not located in the same geographic area.
9. Click the **Reset View** button in the Current View group to return the phone list to its default view. Outlook will display a warning box asking you to verify that you want to reset the view.

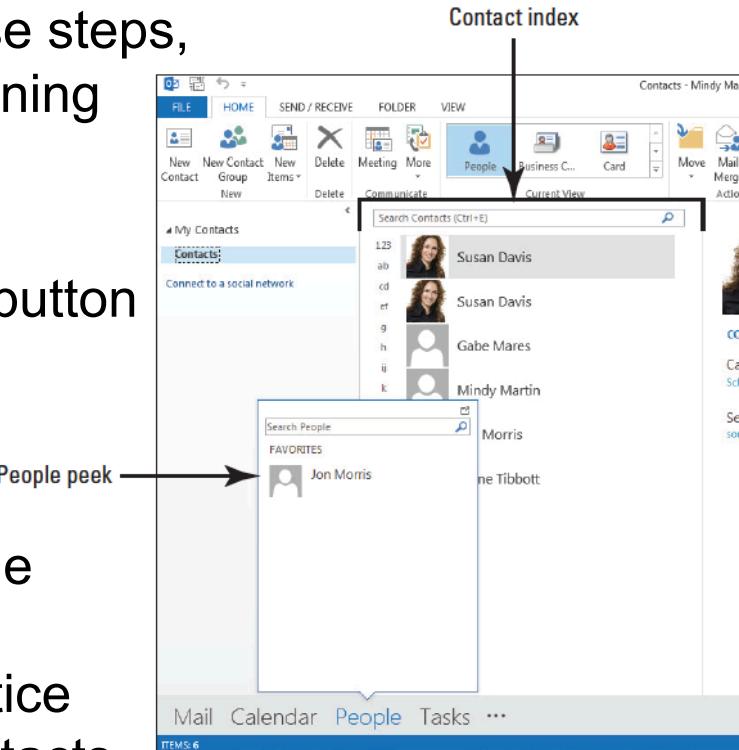
Step by Step: View Contacts

10. Click **Yes** to continue.
 11. Click the **Change View** button in the Current Views group, and select **People** to return to the default view of the contacts.
- **PAUSE. LEAVE** Outlook open to use in the next exercise.
 - Because several views are available, select the view that targets the information you need to see.

Step by Step: Use the People Peek

- **GET READY.** Before you begin these steps, be sure that Microsoft Outlook is running and that you have completed the preceding exercises in this lesson.

1. If necessary, click the **People** button in the Navigation bar to open the People Hub.
2. Hover over the word **People** in the Navigation bar to view the new People peek view of your contacts, as shown at right. Notice that most, if not all, of your contacts are not listed here. The only contacts that appear in the peek are ones that you've added to your favorites.

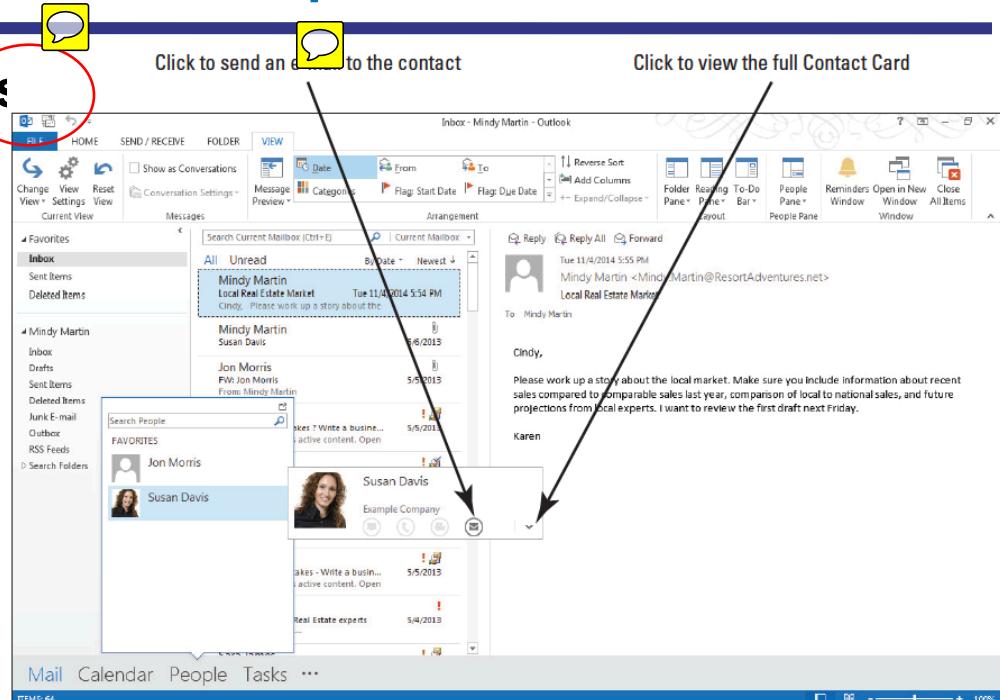


Step by Step: Use the People Peek

3. Right-click the linked **Susan Davis** contact record in the Contact Index. Select **Add to Favorites** in the shortcut menu.
4. Click the **Mail** button in the Navigation bar to open the Inbox.
5. Hover over the word **People** in the Navigation bar again to view Susan Davis' contact record added to the People peek.

Step by Step: Use the People Peek

6. Click on **Susan Davis** in the People peek. A flyout of the contact information pane appears, as shown at right. You can send an email to the contact by clicking the message icon. You can also click the Open Contact Card down arrow to view all of Susan's contact information.



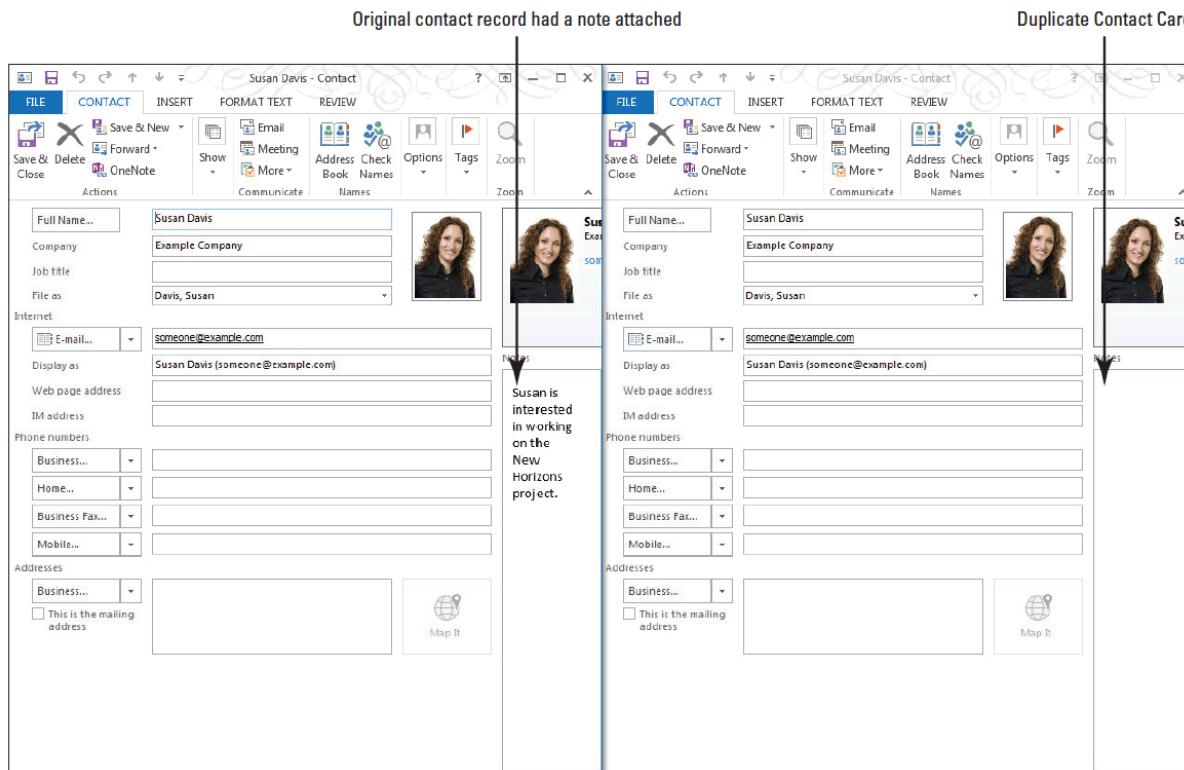
- **PAUSE. LEAVE** Outlook open to use in the next exercise.

Step by Step: Delete Contacts

- **GET READY.** Before you begin these steps, be sure that Microsoft Outlook is running and that you have completed the preceding exercises in this lesson.
 1. Click the **People** button in the Navigation bar to open the People Hub.
 2. Click the first **Susan Davis** contact record. In the Contact Card pane, notice that there are two Outlook (Contacts) links under the View Source heading. This indicates that there are two unique but linked contact records.

Step by Step: Delete Contacts

3. Click each of these two source links to view the two contact records, as shown below.



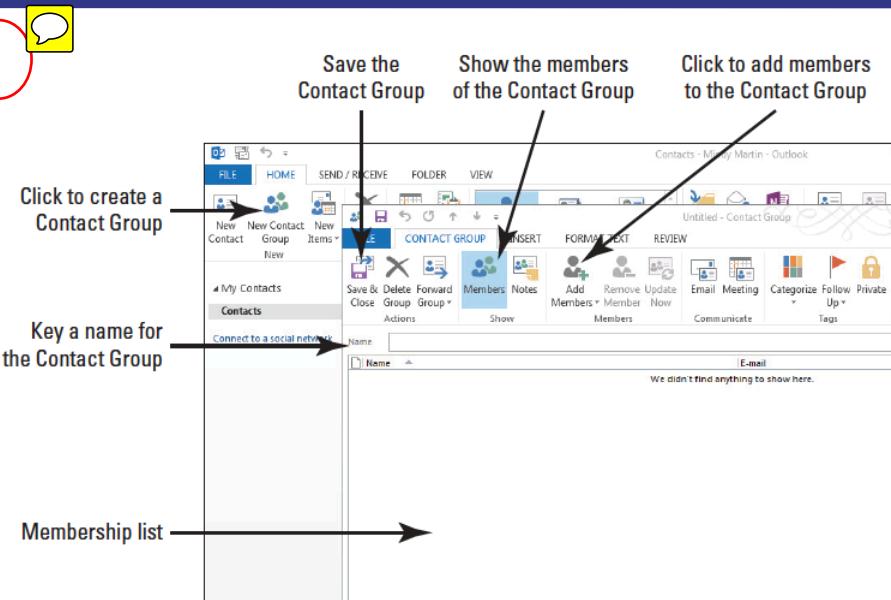
Step by Step: Delete Contacts

4. Click the **Delete** button in the Actions group on the duplicate contact, which is the one that doesn't include the note you added about Susan's interest in the New Horizon project. The contact record is moved to the Deleted Items folder. It will not be removed from your computer until the Deleted Items folder is emptied.
 5. Click **Save & Close** in the Actions group on the original Susan Davis contact.
- **PAUSE. LEAVE** Outlook open to use in the next exercise.

Step by Step: Create a Contact Group

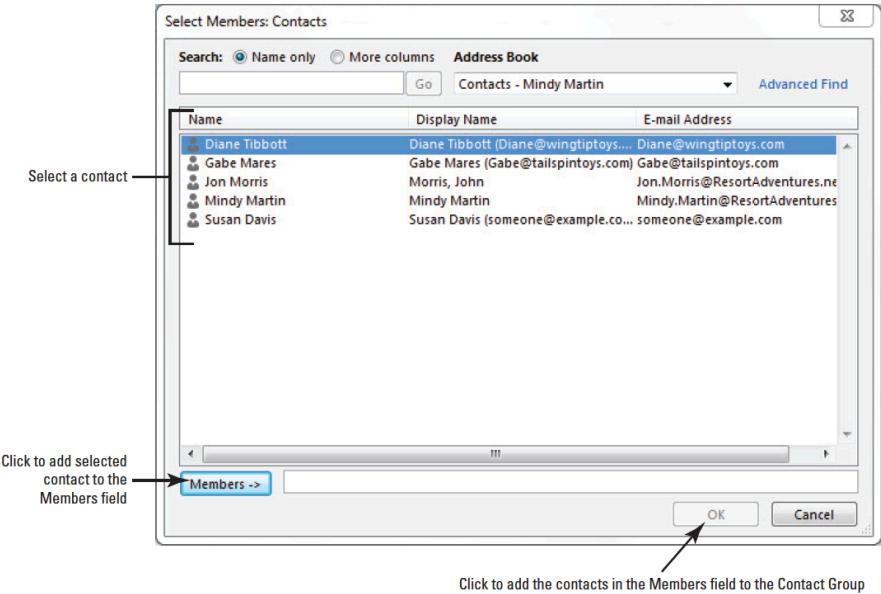
- **GET READY.** Before you begin these steps, be sure that Microsoft Outlook is running and that you have completed the preceding exercises.

1. If necessary, click the **People** button in the Navigation bar to display the People Hub.
2. In the New group on the HOME tab, click **New Contact Group**. The Untitled—Contact Group window is displayed, as shown above. The Members button in the Show group on the Ribbon is selected.



Step by Step: Create a Contact Group

3. In the Members group on the Ribbon, click the **Add Members** button and select the **From Outlook Contacts** option. The Select Members: Contacts dialog box is displayed, as shown at right. Your Outlook contacts are listed. The first contact is already selected.

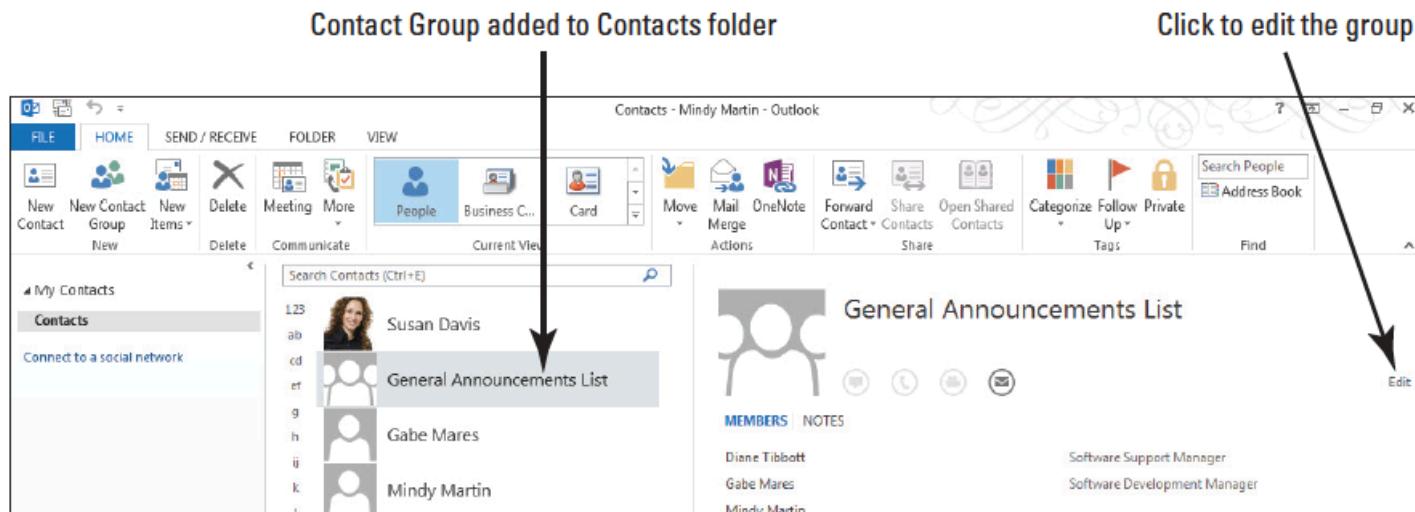


Step by Step: Create a Contact Group

4. Because the first contact you want to include in the Contact Group is already selected, click the **Members** button at the bottom of the dialog box. The contact's name is added to the **Members** field.
5. Click the second contact in the list, then click the **Members** button. The second contact is added to the **Members** field.
6. Repeat the actions in Step 5 to select and add the third, fourth, and fifth contacts from the list to the **Members** field.
7. Click **OK**. The Select Members: Contacts dialog box closes, and you return to the Untitled—Contact Group window, which now contains listings for the contacts you added to this group.
8. Click the **Name** field. Key **General Announcements List**. This name is used to identify the Contact Group in the Contacts folder.

Step by Step: Create a Contact Group

9. Click the **Save & Close** button. The General Announcements List Contact Group is saved. The window closes, and you return to the Contacts folder.
 10. Select the new group in the Contact Index. The members of the Contact Group are displayed in the Contact Card pane along with their job titles, as shown below.
- **PAUSE. LEAVE** Outlook open to use in the next exercise.

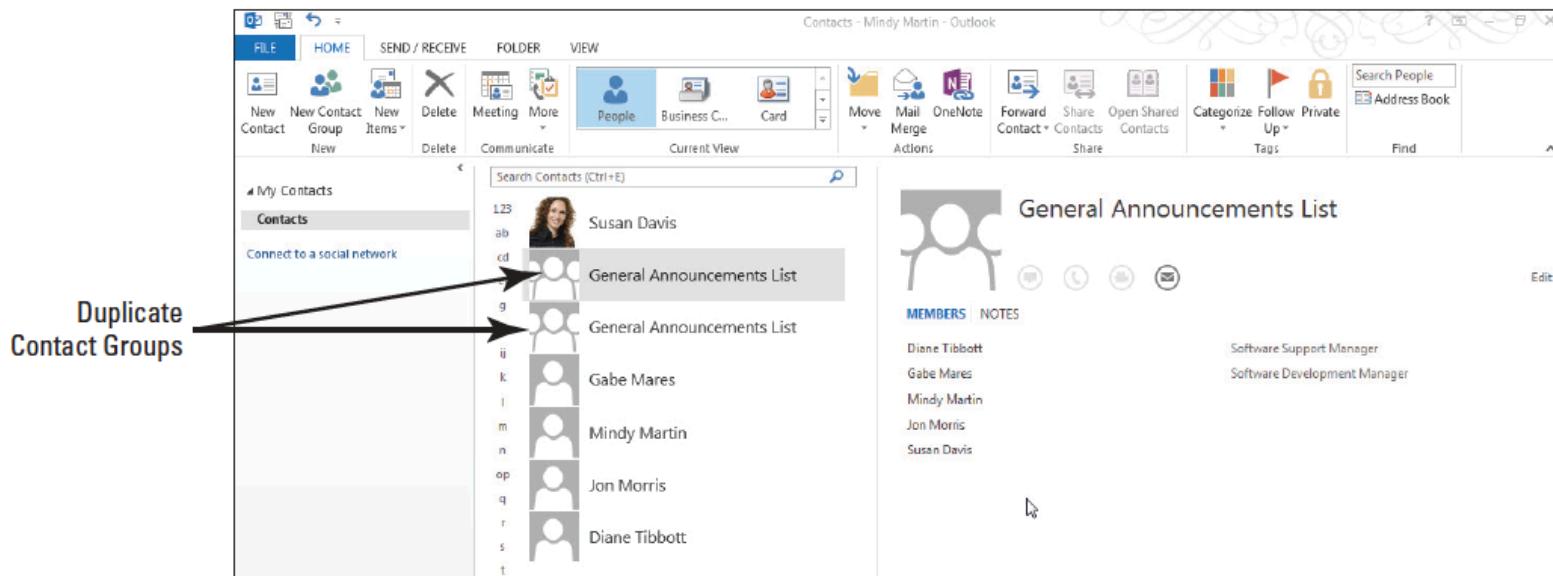


Step by Step: Create a Contact Group from an Existing Contact Group

- **GET READY.** Before you begin these steps, be sure that Microsoft Outlook is running and that you have completed the preceding exercises in this lesson.
 1. If necessary, click the **People** button in the Navigation bar to display the People Hub.
 2. Right-click the **General Announcements List** contact record and select **Copy** from the shortcut menu that appears.

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3. [Press **Ctrl+V**]. A duplicate Contact Group record is displayed in the People Hub, as shown at right.
4. Click the **Edit** link on one of the **General Announcements List** contact records to display the General Announcements List—Contact Group window.



Step by Step: Create a Contact Group from an Existing Contact Group

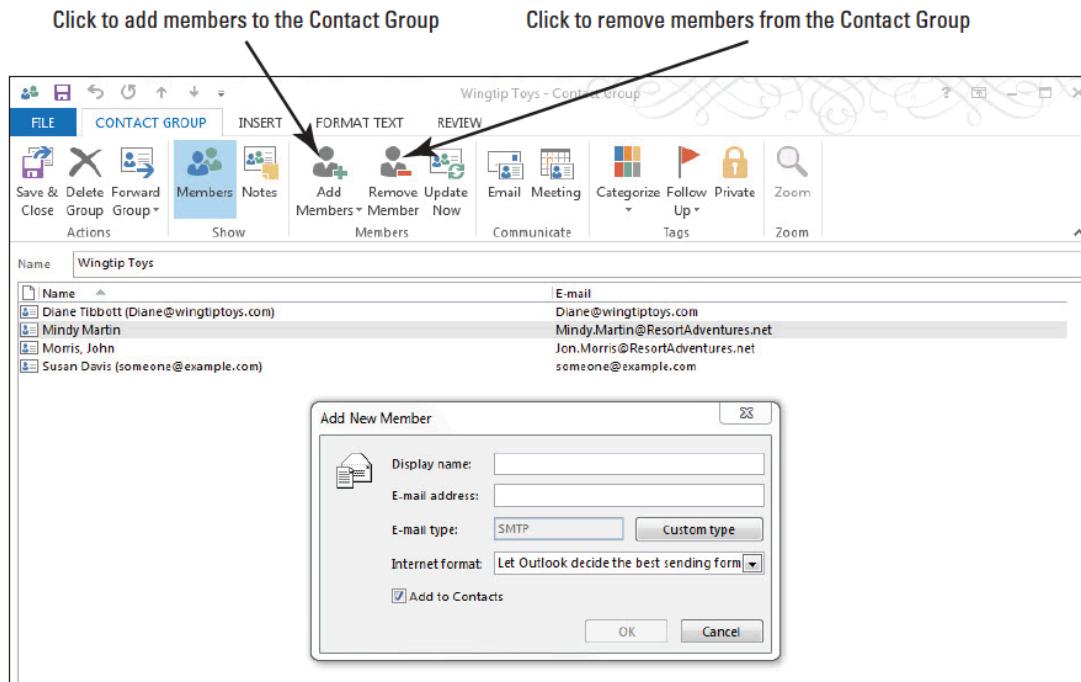
5. Select the text in the **Name** field. Key **Wingtip Toys**. This name is used to identify the name of the project this group is working on.
 6. Click the **Save & Close** button. The Wingtip Toys List Contact Group is saved. The window is closed, and you are returned to the People Hub.
- **PAUSE. LEAVE** Outlook open to use in the next exercise.

Step by Step: Manage Contact Group Membership

- **GET READY.** Before you begin these steps, be sure that Microsoft Outlook is running and that you have completed the preceding exercises in this lesson.
 1. If necessary, click the **People** button in the Navigation bar to display the default People Hub.
 2. Double-click the **Wingtip Toys** contact. The Wingtip Toys—Contact Group window is displayed.
 3. Click Gabe's name in the lower area of the window.
 4. In the Members group on the Ribbon, click the **Remove Member** button. Gabe is removed from the Contact Group.

Step by Step: Manage Contact Group Membership

5. Click the **Add Members** button and select New Email Contact. The Add New Member dialog box is displayed, as shown below.

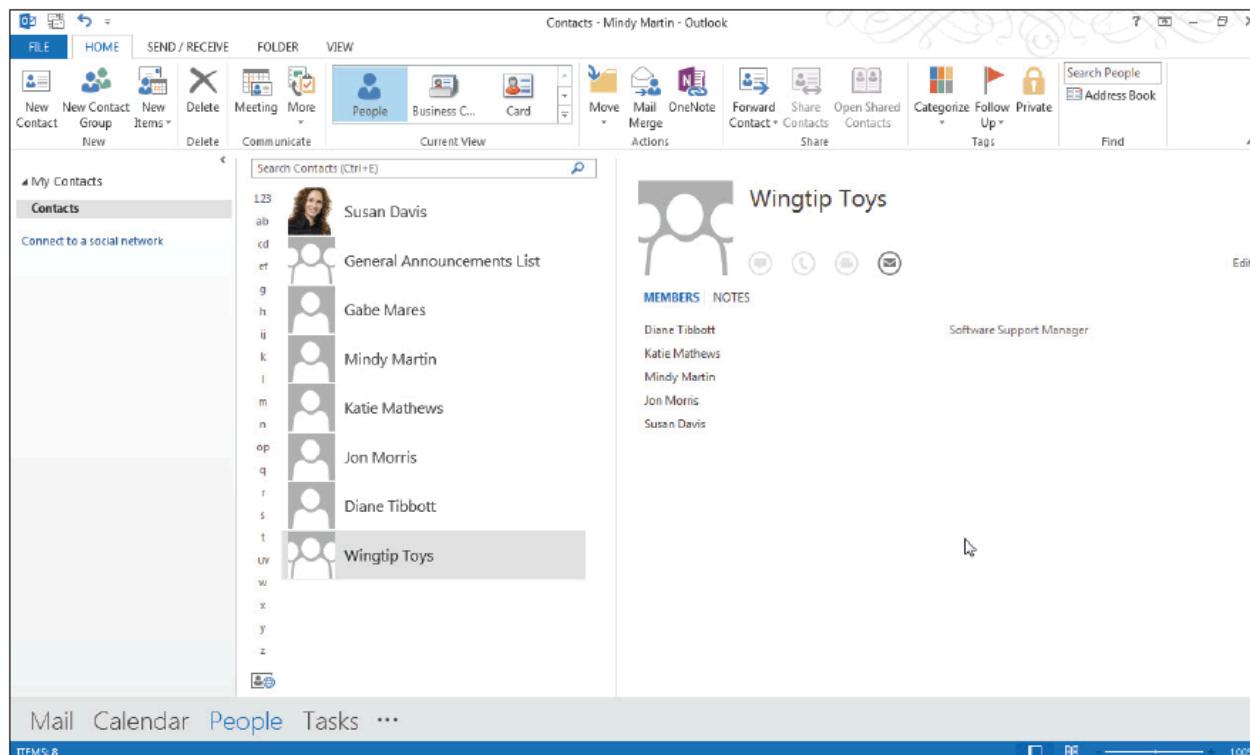


Step by Step: Manage Contact Group Membership

6. In the *Display name* field, key **Katie Mathews**. In the *Email address* field, key **Katie.Mathews@ResortAdventures.net**. Click **OK** to add her to the list.
7. In the list of members, double-click your own name. Your contact record is displayed.
8. Click the **Company** field. Key **[the name of your company]**.
9. Click the **Save & Close** button in your Contact window. Your modified contact record is saved and closed.

Step by Step: Manage Contact Group Membership

10. Click the **Save & Close** button in the Contact Group window. The Contact Group is saved. The window is closed, and you are returned to the People Hub, as shown below.



Step by Step: Use Contact Group Notes

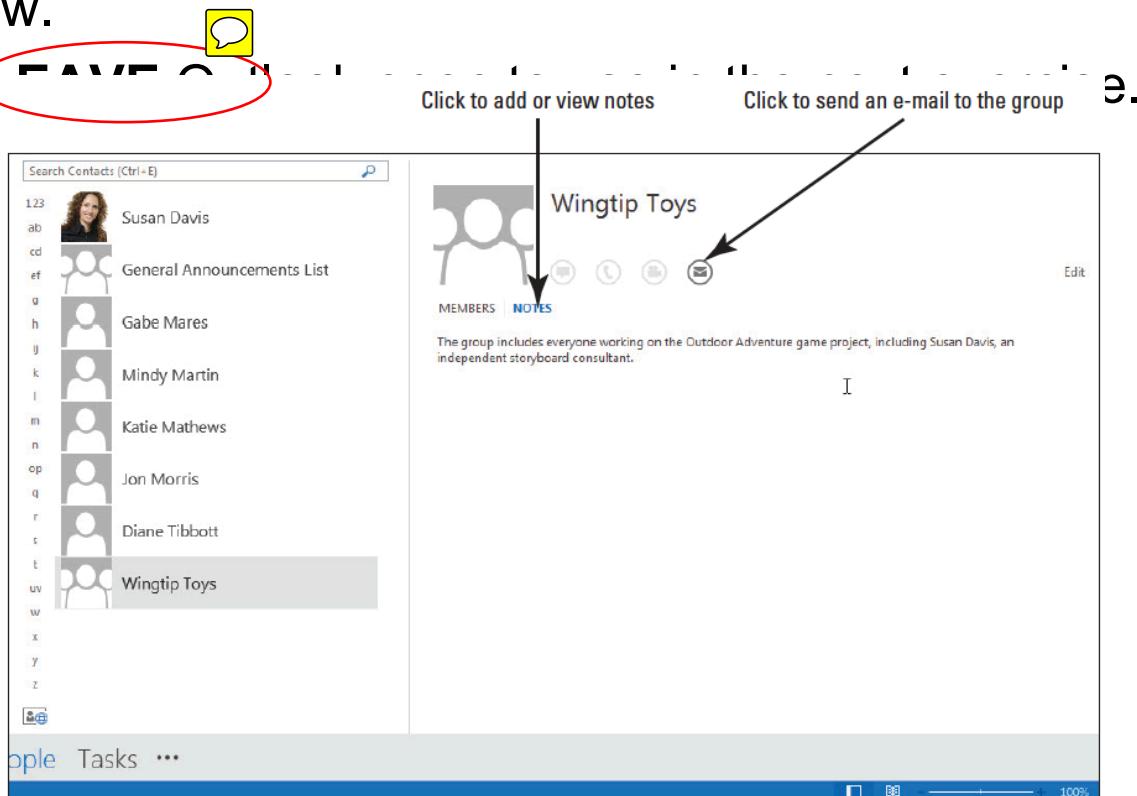
- **GET READY.** Before you begin these steps, be sure that Microsoft Outlook is running and that you have completed the preceding exercises in this lesson.
 1. If necessary, click the **People** button in the Navigation bar to display the default People Hub.
 2. Double-click the **Wingtip Toys** contact group. The Wingtip Toys—Contact Group window is displayed with the Contact Group tab opened on the Ribbon.
 3. Click the **Notes** button in the Show group to show the notes about a Contact Group. The Notes page for this Contact Group is displayed.

Step by Step: Use Contact Group Notes

4. In the empty text area, key **The group includes everyone working on the Outdoor Adventure game project, including Susan Davis, an independent storyboard consultant.**
5. Click the **Save & Close** button in the Contact Group window. The Contact Group is saved. The window is closed, and you are returned to the People Hub.
6. Select the **Wingtip Toys** Contact Group in the Contact Index to display the information about the Contact Group in the Contact Card pane.

Step by Step: Use Contact Group Notes

7. Click **Notes** in the Contact Card to show the notes for this group. Your screen should look similar to the one shown below.
- PAUSE.  

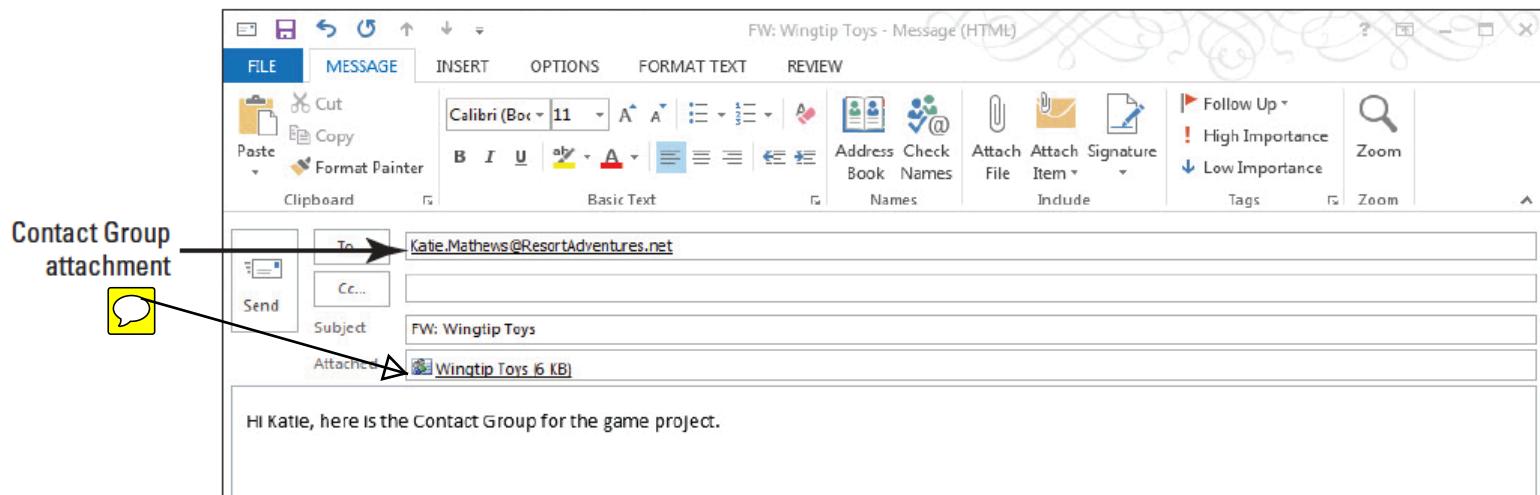


Step by Step: Forward a Contact Group

- **GET READY.** Before you begin these steps, be sure that Microsoft Outlook is running and that you have completed the preceding exercises in this lesson.
 1. If necessary, click the **People** button in the Navigation bar to display the default People Hub.
 2. Click the **Wingtip Toys** contact record and then click **Forward Contact** in the Share group  of the HOME tab.
 3. In the dropdown menu that appears, select the **As an Outlook Contact** option. A new FW: Wingtip Toys—Message window is displayed.
 4. In the **To** field, key **Katie.Mathews@ResortAdventures.net**. Because  katie is in your Contacts list, you will not need to type the entire address. Outlook will complete it for you.

Step by Step: Forward a Contact Group

5. In the message area, key **Hi Katie, here is the Contact Group for the game project.**, as shown below.
6. Click the **Send** button. The message is moved to the Outbox, and it is sent when your computer is connected to the Internet.



Step by Step: Delete a Contact Group

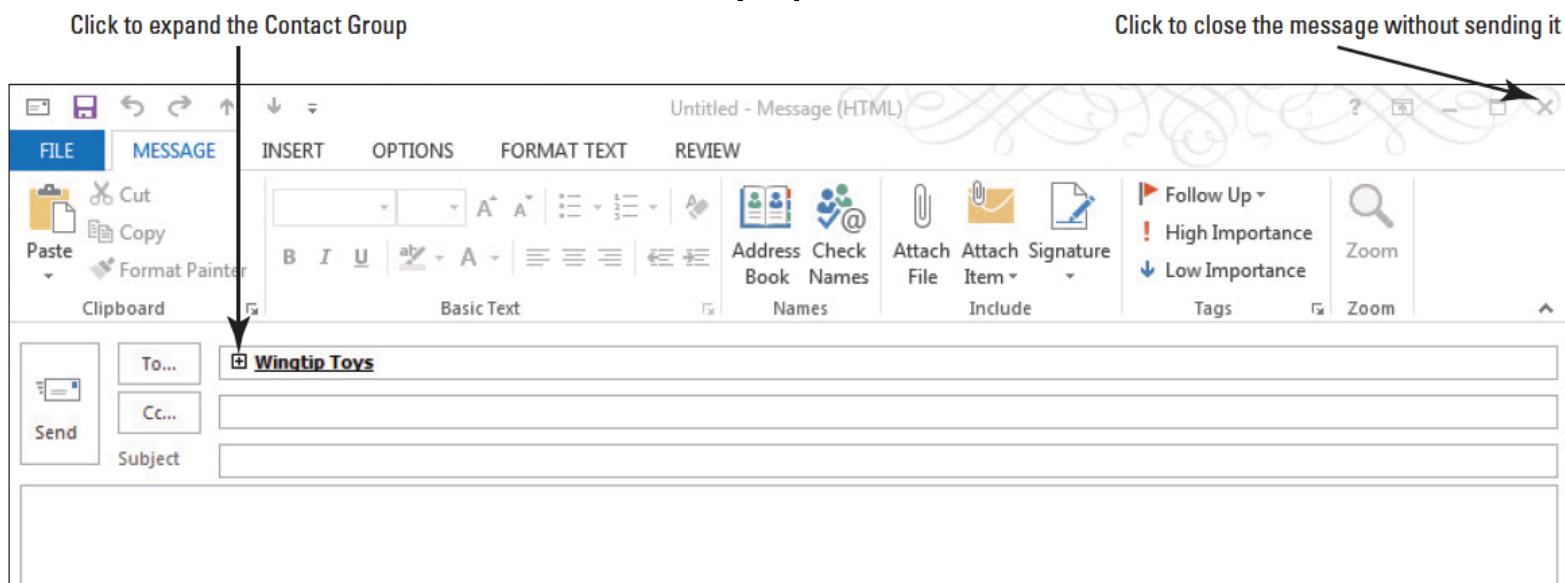
- **GET READY.** Before you begin these steps, be sure that Microsoft Outlook is running and that you completed the preceding exercises in this lesson.
 1. If necessary, click the **People** button in the Navigation bar to display the main People Hub.
 2. Click the **General Announcements List** contact record. On the HOME tab, click the **Delete** button in the Delete group. The Contact Group record is moved to the Deleted Items folder. It will not be removed from your computer until the Deleted Items folder is emptied.
- **PAUSE. LEAVE** Outlook open to use in the next exercise.

Step by Step: Send a Message to a Contact Group

- **GET READY.** Before you begin these steps, be sure that Microsoft Outlook is running and that you completed the preceding exercises in this lesson.
 1. If necessary, click the **People** button in the Navigation bar to display the main People Hub.
 2. Click the **Wingtip Toys** contact record.

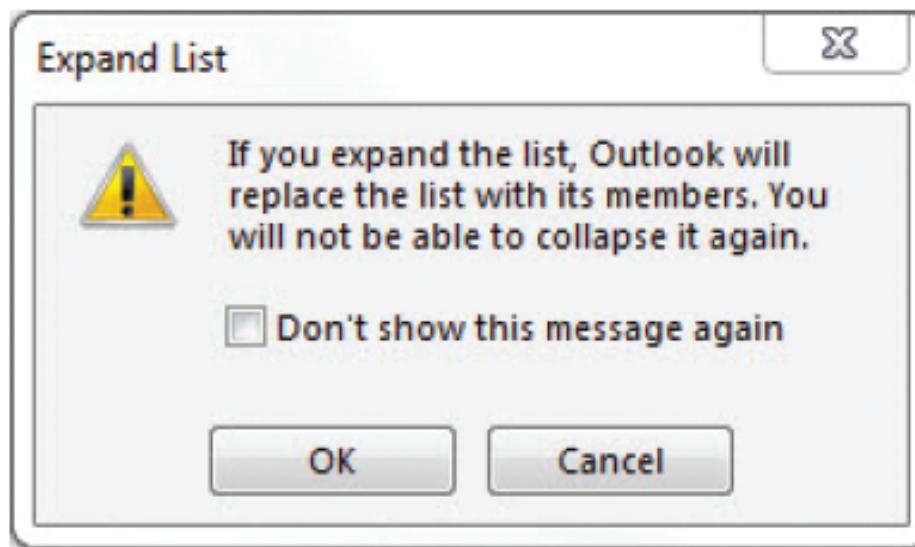
Step by Step: Send a Message to a Contact Group

3. In the Contact Card pane, click the **Send email message to:** icon. A blank Message window is displayed. In the **To** field, the Wingtip Toys Contact Group is automatically entered, as shown below. The rest of the fields are empty.



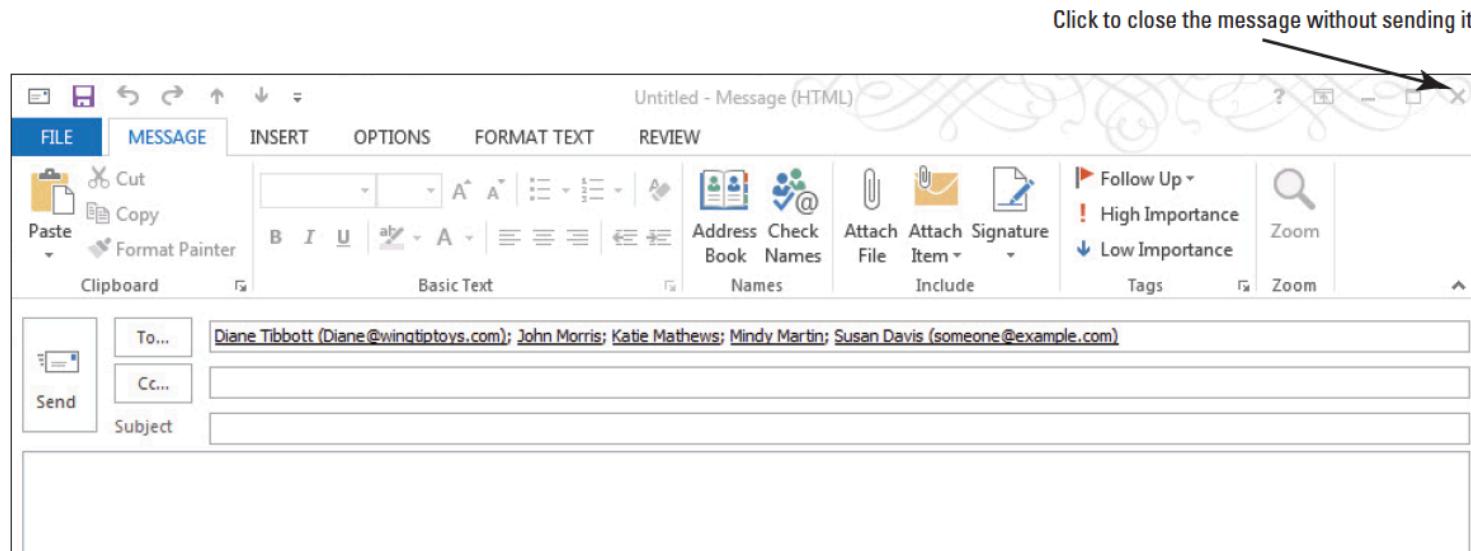
Step by Step: Send a Message to a Contact Group

- Click the plus sign (+) in the *To* field. A warning box is displayed stating that the group name will be replaced with the names of the group's members, as shown below.



Step by Step: Send a Message to a Contact Group

5. Click **OK**. The individual addressees are displayed in the **To** field, as shown below.
 6. Click the **Close** button to close the message without sending it. Do not save changes to the message.
- **CLOSE** Outlook.



Skill Summary

Skills	Exam Objective	Objective Number
Creating and Modifying Contacts	Create new contacts Edit contact information Attach notes to contacts Attach an image to contacts Add tags to contacts	4.1.1 4.1.4 3.4.3 4.1.5 4.1.6
Sending and Receiving Contacts	Create new contacts Share contacts	4.1.1 4.1.7
Viewing and Deleting Contacts	Configure views Delete contacts	1.1.5 4.1.2
Creating and Manipulating Contact Groups	Create new contact groups Delete group members Add contacts to existing groups Update contacts within groups Add notes to a group Share contacts Delete groups	4.2.1 4.2.6 4.2.2 4.2.4 4.2.3 4.1.7 4.2.5
Sending a Message to a Contact Group		