

# Microsoft Outlook Tips, Tricks & Techniques

*Learning Guide*

*Supports Outlook 365, 2021 & 2019*



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## Tips, Timesavers & Takeaways

## Meet Dawn

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*Be More Productive with Software!*



With 25+ years of experience as a tech translator and problem solver, Dawn Bjork, MCT, and CSP® is The Software Pro®. A productivity speaker and software trainer, Dawn simplifies complex processes with an informative and entertaining approach and delivers immediately useful content. Dawn has helped more than 100,000 individuals from Fortune 500 companies, government, education, and other organizations to learn smart, easy, and productive ways to use software and technology more effectively.

Microsoft has awarded Dawn with the certifications of Microsoft Certified Trainer (MCT), Microsoft Office Specialist Master (MOSM), and individual certifications in

Microsoft Windows, Excel, Word, PowerPoint, Outlook, Access, and OneNote. Dawn has also earned her Certified Speaking Professional™ (CSP®) designation; less than 17% of the global members of the National Speakers Association have qualified for this credential. In addition, she is a Certified Virtual Presenter (CVP), which certifies she has the skills, technology, and environment to deliver practical, valuable, and engaging virtual presentations. The Software Pro is certified as a Women's Business Enterprise (WBE) and Woman-Owned Small Business (WOSB).

When she's not immersed in the world of software productivity, Dawn enjoys the Colorado mountains, hiking, biking, golf, and spending time with her family.

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## Tips, Timesavers & Takeaways

### Bonus Resources

As a bonus, additional resources, best practices, handouts, links, and other helpful tips are waiting for you at:

[TheSoftwarePro.com/Outlook](https://TheSoftwarePro.com/Outlook)

# Stop Wasting Time in Microsoft Outlook!

## Productivity Tips & Tricks for Outlook

How much time are you wasting in Outlook wading through messages, juggling meetings, and setting up tasks? What tips and shortcuts will help you get through your messages so you can focus on other priorities?



In this session, learn tips and strategies in Microsoft Outlook to organize and prioritize email and quickly search and navigate Outlook. We'll also explore how to work with tasks and to-do items, manage your calendar, be more productive, and save time and effort.

### Time-Saving Keyboard Shortcuts

Same time by adding these handy keyboard shortcuts to your Outlook routine:

#### Navigation Shortcuts

Try these easy navigation shortcuts to switch to different Outlook tools:

- Move to Mail: **Ctrl** + **1**
- Move to Calendar: **Ctrl** + **2**
- Move to People/Contacts: **Ctrl** + **3**
- Move to Tasks: **Ctrl** + **4**
- Move to Notes or To Do (version-dependent): **Ctrl** + **5**

#### Shortcuts for Creating Outlook Items

- Create a Message: **Ctrl** + **Shift** + **M**
- Create an Appointment: **Ctrl** + **Shift** + **A**
- Create a Meeting Request: **Ctrl** + **Shift** + **Q**
- Create a Contact: **Ctrl** + **Shift** + **C**
- Create a Task: **Ctrl** + **Shift** + **K**
- Create a Folder: **Ctrl** + **Shift** + **E**
- Create a New Item in Current View: **Ctrl** + **N**

*Find more Outlook keyboard shortcuts on page 15 of this workbook.*

## Tips for Handling & Organizing Incoming Email

In the business world, about 28% of a 40-hour workweek is spent reading and answering emails. *This equals 11.2 hours per person per week!*

Regardless of your time management system or process, one of the keys to increasing productivity is not touching a message multiple times. Fortunately, Outlook includes a wide range of options to automatically process your messages and help you organize your Inbox for better and faster results.

### Automatically Processing Messages

- **Rules:** These instructions automatically process your messages using customized actions and criteria. For example, move to a folder, delete, forward to a person or group, assign a category, and much more. Rules can be applied not only to new incoming messages but also to existing messages in your Inbox.

#### To create a rule:

1. Select a message containing the content you want to use to build a rule, such as moving a newsletter to a folder.
2. Right-click on the message and then left-click to pick **Rules > Create Rule**.
3. Set preferences from the **Create Rule** dialog box and pick OK to create the rule. Or choose **Advanced Options** to set more detailed criteria for your rule.

- **Conditional Formatting:** This Outlook option automatically color-codes important messages to quickly identify emails from your most important contacts, such as staff, your boss, or team members.

#### To apply conditional formatting:

1. From the Mail view, pick **View > View Settings** and choose **Conditional Formatting**.
2. Select **Add** and enter a name for this rule, such as Executive Team. Then, pick **Font** to select formatting such as color and size to apply to the messages.
3. Click on **Condition** to choose the conditions to determine which messages you want to format. Then, press OK twice to apply.

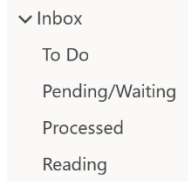


On your own, list out the types of email messages that you could process with a rule. What are the criteria for each of these rules?

Next, consider which key messages you want to automatically highlight with conditional formatting.

## Organizing & Prioritizing Outlook Content

- **Move to an Action Folder:** One way to manage messages is to move them from the Inbox to a more useful action folder. Unlike topic folders, action folders are based on specific actions for the message, such as *Reading, To Do, Pending/Waiting, Processed*. The key is that you are also actively managing these folders as well.
- **Quick Steps:** These are shortcuts to help you quickly apply actions to a selected message.



### To create a Quick Step:

1. Go to the **Home** tab in the Mail view and click **New Quick Step** from the Quick Steps drop-down list.
2. Pick a pre-set action, for instance, **Flag and Move**, or choose **Custom**.
3. Next, add or review actions. Finally, modify the name as needed and **Finish**.



- **Instant Search:** A massive bonus to personal productivity is using the Instant Search feature to quickly find Outlook items in all Outlook views: Mail, Calendar, Contacts, Tasks, and Notes.

### To start a search:

1. Click into the search bar at the top of the screen of any view.  
-OR-
1. Press **Ctrl** + **E** or **Alt** + **Q**
2. Enter a word or phrase you want to find.
3. Pick additional search options from the Search Ribbon to apply to the search.

- **Search Folders:** Store frequently used custom searches so you can get back to them with just a click or two.

### To create a search folder:

1. Pick from a variety of options to create a search folder:
  - ✓ Right-click on **Search Folders** and choose **New Search Folder**.  
-OR-
  - ✓ Go to the **Folder** tab and pick **New Search Folder**.  
-OR-
  - ✓ Press **Ctrl** + **Shift** + **P**.
2. Choose from a pre-defined search, for instance, *Unread Mail* or *Mail with attachments*, or pick **Create a custom Search Folder** if you want to add multiple criteria. OK to complete.
3. Search folders display at the bottom of your Outlook folders.



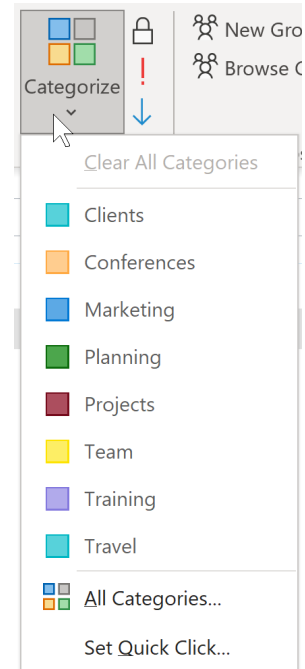
- **Color Categories:** Custom colored labels you can apply to just about any Outlook item, including Email, Calendar entries, Tasks, and Contacts.

#### To create a new category or manage categories:

1. Click an Outlook item you want to label with a category.
2. From the **Home** tab, pick **Categorize > All Categories** or right-click on the item and choose **Categorize > All Categories**.
3. In the **Color Categories** dialog box, click **New** and enter the name and color for the new category.
4. Optionally, click the **Shortcut Key** and choose a shortcut key to associate with the category.
5. Click **OK** twice to create the new category.

#### To apply a category:

1. Right-click the item you want to categorize and click **Categorize**. Or press a custom shortcut key.
2. Select the desired category from the list of categories. The **Categorize** submenu contains only the 15 categories used most recently. If the category you want to apply does not appear in the list, pick **All Categories**, and select the desired category in the **Color Categories** dialog box.
3. Finally, to organize Outlook by category, create a view to group your items by category.





- **Flagging Messages:** Applying a flag to an email message adds a visual reminder to help you remember to follow up on an item in some way. Flagged messages stay in your Inbox (unless you move them to a folder), and they also become to-do items in Tasks and To Do.



**To flag a message:**

- ✓ Right-click on the message and choose from **Follow Up** options. Optionally, pick **Add Reminder**.  
-OR-
- ✓ Press the `Insert` key to flag a message for **Today** (the default in Quick Click). Then, press again to mark it complete.  
-OR-
- ✓ Choose from **Follow Up** options in the **Tags** group in the **Home** tab.



What are your top tips for managing and organizing your Inbox?

Take a few minutes to capture and share your biggest takeaways with your team or workgroup.

## Tricks for Composing Email

Try these options to simplify creating and sending email messages.

- **Dictating a Message:** From a new message or reply, go to **Message > Dictate**.
- **Delay Delivery:** To manage when a message is sent out, pick **Options > Delay Delivery** and set the date and time options for the message delivery. This option keeps your message in your Outbox until after the set timeframe.
- **Sending from Another Office Application:** Save time by sending email attachments directly from the Office application (such as Excel, Word, or PowerPoint) instead of switching to Outlook. From the app, pick **File > Share > Email**.



## Leveraging Built-in Automation in Outlook

Improve your productivity by leveraging the automatic tools built into Outlook. These include Automatic Replies, Signatures, Templates, and AutoText.

### Out of Office Replies

- **Automatic Replies (Out of Office):** When you create an OOO reply, make sure to be specific with the message, timeframe, and alternative contact.

#### To turn Automatic Replies on or off:

1. Click the **File** tab and then choose **Automatic Replies** from the **Info** tab.
2. Select **Send automatic replies** and set your preferences for replies when you are not available. In addition, you can customize your responses for inside and outside your organization.



## Respond with Customized Messages

- **Signatures:** For most messages, you likely send out messages and reply using a standard default signature set up by your organization. If you have the flexibility to build your own or customize the signature, Outlook supports creating multiple signatures, which can include paragraph text, graphics, and much more content than just your name and contact information. However, you can only add one signature per message.

### To create or edit a signature in Outlook:

1. Pick one of these two techniques to create or modify signatures:
    - In a new message, on the **Message** tab, click **Signature** (in the **Include** group), and then click **Signatures**,  
-OR-
    - From the main Outlook window, pick the **File > Options**, click the **Mail** tab and then choose **Signatures**.
  2. On the **Email Signature** tab, pick **New** and type a name for the signature, such as *Business* or *Personal*, and then click **OK**.
  3. In the **Edit Signature** box, type the text you want to include in the signature. You can also format the text, copy content from other signatures, add graphics, links, and other elements to your signature. **OK** to finish.
- **Templates:** Templates are short, quick, customized responses you can add to any Outlook email message. Although you can add more than one template to a message, formatting is limited.

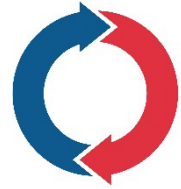
### To create or access templates:

1. From a new message or a reply, go to the **Message** tab and choose **View Templates** from the **My Templates** group.
2. You'll see a display of sample responses such as "I'll reply later." To create your own, click the **+** sign and fill in the title and content. You can also paste in text copied from another message or even a Word document.

- **AutoText:** Whether composing a new message or replying to an existing one, AutoText might be one of the most time-saving ways to quickly build a message. One of the significant advantages of AutoText entries is they can include formatted text, graphics, and even hyperlinks, and you can add multiple entries to one message.

#### To create an AutoText entry:

1. Reply to an existing message or create a new one with the text you want to re-use. Highlight the text you want to store as an AutoText entry. The formatting and content will both be stored with each entry.
2. Choose the **Insert** tab and pick **Quick Parts** from the **Text** group.
3. Select **AutoText** and click **Save Selection to AutoText Gallery**.
4. Enter a name to describe the Quick Part content, such as "Proposal response."
5. The Gallery is **AutoText**. Optionally, create main categories to organize your AutoText entries, such as Marketing or Legal.
6. Add a description to identify the entry and OK to finish.



#### To insert an AutoText entry (Method #1-Ribbon):

1. Create a new message or reply to a message.
2. Go to **Insert > Quick Parts**. And choose from the displayed AutoText choices. They are organized by categories, if available.

#### To insert an AutoText entry (Method #2-Shortcut):

1. Create a new message or reply to a message.
2. Type the name or first few characters of the AutoText entry, such as **Customer**, in the above example.
3. Press **[F3]**. This keyboard shortcut will insert the AutoText as long as you have typed enough of the name to create a unique entry.



On your own, consider what additional signatures you might add to make it faster to respond to incoming messages.

Create a list of potential AutoText entries that will save you time creating and responding to email messages.

## Tricks for Customizing Outlook

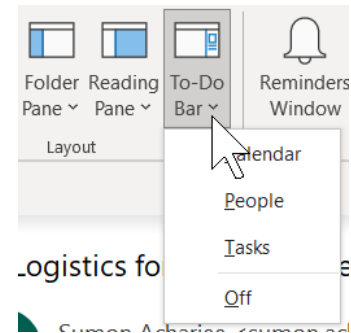
To save time and make the most of Outlook, customize your workspace to easily access the features that are most important to your work.

### Customizing the Inbox View

- **Reading Pane:** To enable or change the Reading Pane, pick **View > Reading Pane** and choose a display option.
- **To-Do Bar:** When enabled, the To-Do Bar appears at the right of the Outlook window and can display calendar and task information.

#### To customize the To-Do Bar:

1. From a main view such as Mail, select the **View** tab.
2. Choose **To-Do Bar** from the **Layout** group and check or uncheck options (Calendar, People, Tasks) for the items you want to display.



- **Favorite Folders:** The **Favorites** at the top of the Inbox Folder Pane give you quick shortcuts to frequently used folders for moving and managing messages.

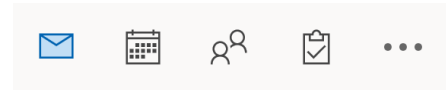
#### To add a folder to the Favorite Folders:

- ✓ Right-click the folder and select **Show in Favorites**.  
This adds a link or shortcut to this folder in the Favorite Folders section, so you always have fast access to this folder.
  - OR-
  - ✓ Locate a folder in the **Mail** or **Folder List**. Drag the folder to the **Favorites** at the top of the Folder Pane. You are only creating a shortcut; you are not moving the actual folder.
- **Quick Access Toolbar:** As with other Microsoft Office applications, adding shortcuts to the Outlook Quick Access Toolbar is a big time-saver.  
To learn the steps to customize the Quick Access Toolbar, download a step-by-step handout at [TheSoftwarePro.com/OutlookQAT](https://www.TheSoftwarePro.com/OutlookQAT).

## The Outlook View Bars

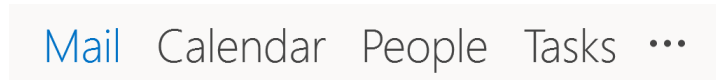
The primary area to the right of the Navigation Pane can display your Mail, Calendar, People, and other Outlook items, depending on which Folder Pane button is selected.

- **Changing the Navigation Options:** By default, the Outlook View options display as icons for Mail, Calendar, People, Tasks, etc.



### To change the options from icons to labels:

1. Right-click on any icon and left-click on **Navigation Options**.

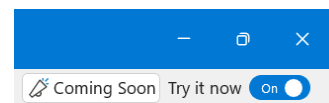


2. Uncheck **Compact Navigation** and OK to apply.

- **New Experience Updates:** Depending on your organization updates, you may have the option to enable the Outlook user experience, which moves the location of the links to your core Outlook capabilities.

### To turn on the New Experience:

1. If available in the upper-right corner, pick the option to view **Coming Soon** updates.
2. Click the **Try it now** button to turn on these new features. Next, you will need to close and re-open Outlook.
3. Now, the Outlook view buttons are in a navigation rail to the left. This update lets you:



- ✓ Quickly launch To Do and other Microsoft 365 applications directly from Outlook.
- ✓ You can customize which apps show in this new experience by pinning them. Or, reorder them so your most-used apps are always easily accessible.



- **Viewing Email & Calendar at the Same Time:** Are you wasting time switching between your Inbox and Calendar?

### Try this time-saving trick to display both at the same time:

1. Right-click on the Calendar icon and left-click on **Open in New Window**.
2. Arrange both windows on multiple monitors or side-by-side on one monitor.



Which of these options will you apply to customize your Outlook workspace? List out your favorite tips:

## Tricks for Your Outlook Calendar

### Calendar Keyboard Shortcuts

The **Schedule View** (in the **Arrange** group of the Calendar **Home** tab) provides a horizontal display of multiple calendars.

- Switch to Day View (1 day): **Ctrl** + **Alt** + **1**
- Switch to Work Week View (5 days): **Ctrl** + **Alt** + **2**
- Switch to Week View (7 days): **Ctrl** + **Alt** + **3** or **Alt** + - (minus sign)
- Switch to Month View (31 days): **Ctrl** + **Alt** + **4** or **Alt** + = (equals sign)
- Switch to Schedule View: **Ctrl** + **Alt** + **5**

*Additional Outlook calendar keyboard shortcuts are on page 15 of this workbook.*

### Customizing Calendar Options

- **Change Calendar Display:** To change your work time or the default display of your calendar, pick **File > Options** and move to the **Calendar** tab. Change your start and end times, the default duration of appointments and meetings, and more.
- **Displaying Multiple Time Zones:** If you are often managing meetings and appointments with people in different time zones, it can be helpful to show more than one time zone in your calendar.

#### To display up to 3 time zones in your calendar:

1. Choose **File > Options** and move to the **Calendar** tab.
2. Pick the **Time zones** section. Next, add a label for your local time zone. Next, pick the options to show the second and third time zones and add short labels to each time zone.
3. Select the appropriate time zone for each selection. You can also **Swap Time Zones**. OK to finish and move to your calendar to view the display of these multiple time zones.

## Sharing Your Calendar

- **Sharing Your Calendar via Email:** When coordinating schedules with people outside of your organization, it may be helpful to share your calendar. However, it's good to keep in mind that the calendar is not dynamic or linked, so the recipient wouldn't see any changes to your calendar after you've sent it.

### To insert your calendar into a message:

1. Start a new message or reply to an email.
  2. Choose **Insert > Calendar**.
  3. Choose options from the **Send a Calendar via Email** dialog box, including the date range and the level of detail you want to provide. The default is **Availability only**, but you can provide more detail as you wish.
  4. Optionally, limit the time shown only to your working hours. This range can also be customized; the default is 8:00 a.m. to 5:00 p.m.
  5. Choose **OK** to insert your calendar into the message.
- **FindTime:** Finding a suitable time for a meeting can be time-consuming and complicated, especially when you're working with external partners. Too often, this means there are long email threads going back and forth. People will throw in different times that work for them. And then you spend a lot of time looking for a time that fits everyone. Or, you could use a third-party application like Doodle, but that doesn't integrate well with your Outlook calendar.



The time-saving answer might be FindTime, a free Outlook add-in. With FindTime, you can propose a few initial meeting times which are temporarily held on your calendar. Then, after invited participants vote on times that work for them, you schedule the meeting, and the other dates are released from your calendar.

**To learn more about FindTime:** [TheSoftwarePro.com/FindTime](http://TheSoftwarePro.com/FindTime) (blog post & video).



## Managing Your Work with Tasks & To Do

In Outlook, your tasks or to-do items can now be viewed in two ways:

- **Tasks:** This is the traditional way of managing to-do items in the Outlook desktop application. Tasks can be sorted, delegated, prioritized, and organized by color categories.
- **To Do:** With the New Experience (see page 10) enabled, To Do is available from the Outlook desktop application alongside Tasks. To Do is also a separate Microsoft 365 application and the default tasks app for Outlook online. In addition, the **Tasks for Planner and To Do** application, available in Teams, creates to-do items that can be managed with To Do. Plus, To Do synchronizes with Tasks and is easily managed across devices.



### Tricks for Creating Tasks

- **Create a New Item** (Tasks or To Do) in Current View: **Ctrl** + **N**
- **Flag an Email Message** (see page 5): Flagged messages are displayed in Tasks and To Do.
- **Create a Task from an Email:**
  1. Select an email message and right-mouse drag it into the Tasks button.
  2. Choose from options in the pop-up menu such as **Copy Here as Task with Text**.



On your own, consider how you'll customize your calendar, tasks, and to do options.

## Tips for Working with Outlook & Microsoft Teams

Teams and Outlook connect in a number of ways:

- Because the Teams Calendar view syncs with your Outlook calendar, it's easy to view and schedule meetings from Teams.
- In addition, you can also schedule Teams meetings from Outlook.
- Your Teams status message not only reflects your Outlook Out of Office message, but you can also schedule out of office directly from the Teams status message.



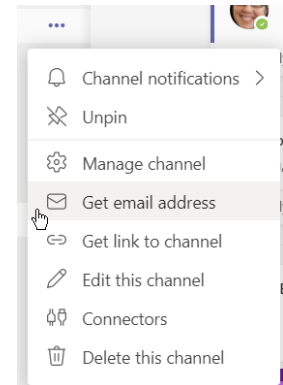
In addition, explore these options in each application:

### Outlook to Teams

- **Forward an email message:** Leverage Teams' collaboration and communication features and forward email messages directly to a Teams channel.

#### To send an email to a channel:

1. In Teams, click the ... (More Options) to the right of the channel name and then choose **Get email address**.
  2. Then in Outlook, copy the email address and paste it into a message to send to Teams.
- OR-



1. In Outlook, choose the **Share to Teams** option in the **Home** tab of the Mail Ribbon to forward an email message to a channel.

- **Share attachments:** To share any email attachments, drag the attachment from the message to a Teams channel.

### Teams to Outlook

- **Share a conversation:** To share a channel conversation or chat to an Outlook email, click the ... (More Options) to the right of the conversation and pick **Share to Outlook**. For chat, right-click on the conversation for **Share to Outlook**.



Take a few minutes to capture and share your biggest Outlook takeaways with your team or workgroup.

What will you start doing or stop doing in Outlook?

What is your action plan to improve your productivity with Outlook?

## Microsoft Outlook Keyboard Shortcuts

FROM ANY OUTLOOK VIEW	
Action	Shortcut Keys
Create a Message	<b>Ctrl</b> + <b>Shift</b> + <b>M</b>
Create an Appointment	<b>Ctrl</b> + <b>Shift</b> + <b>A</b>
Create a Meeting Request	<b>Ctrl</b> + <b>Shift</b> + <b>Q</b>
Create a Contact	<b>Ctrl</b> + <b>Shift</b> + <b>C</b>
Create a Task	<b>Ctrl</b> + <b>Shift</b> + <b>K</b>
Create a Task Request	<b>Ctrl</b> + <b>Shift</b> + <b>U</b>
Create a Note	<b>Ctrl</b> + <b>Shift</b> + <b>N</b>
Create a Contact Group	<b>Ctrl</b> + <b>Shift</b> + <b>L</b>
Create a Folder	<b>Ctrl</b> + <b>Shift</b> + <b>E</b>
Display the Address book	<b>Ctrl</b> + <b>Shift</b> + <b>B</b>
Show or Hide the To-Do Bar	<b>Alt</b> + <b>F2</b>
Next Item	<b>Ctrl</b> + <b>&gt;</b>
Previous Item	<b>Ctrl</b> + <b>&lt;</b>

EMAIL	
Action	Shortcut Keys
Create a New Message (when in Mail)	<b>Ctrl</b> + <b>N</b>
Create a New Message (anywhere in Outlook)	<b>Ctrl</b> + <b>Shift</b> + <b>M</b>
Go to Inbox Folder	<b>Ctrl</b> + <b>Shift</b> + <b>I</b>
Go to Outbox Folder	<b>Ctrl</b> + <b>Shift</b> + <b>O</b>
Save, Close & Send	<b>Alt</b> + <b>S</b> or <b>Ctrl</b> + <b>Enter</b>
Reply to a Message	<b>Ctrl</b> + <b>R</b>
Reply to All	<b>Ctrl</b> + <b>Shift</b> + <b>R</b> or <b>Alt</b> + <b>L</b>
Forward a Message	<b>Ctrl</b> + <b>F</b>
Flag for Follow Up	<b>Ctrl</b> + <b>Shift</b> + <b>G</b>
Insert a Hyperlink	<b>Ctrl</b> + <b>K</b>
Mark as Read	<b>Ctrl</b> + <b>Q</b>
Mark as Unread	<b>Ctrl</b> + <b>U</b>
Go to Next Message	<b>↓</b>
Go to Previous Message	<b>↑</b>
Go to Next Message (with Message open)	<b>Ctrl</b> + <b>Period</b>
Go to Previous Message (with Message open)	<b>Ctrl</b> + <b>Comma</b>
Print	<b>Ctrl</b> + <b>P</b>
Open MailTips in a message	<b>Ctrl</b> + <b>Shift</b> + <b>W</b>
Move to Folder	<b>Ctrl</b> + <b>Shift</b> + <b>V</b>
Delete	<b>Ctrl</b> + <b>D</b>
Open Address Book	<b>Ctrl</b> + <b>Shift</b> + <b>B</b>
Find a Contact	<b>F11</b>
Start Send/Receive	<b>F9</b>
Switch between Folder Pane, Message Pane, Reading Pane, To-Do Bar	<b>F6</b>
Pages Down in Reading Pane	<b>Spacebar</b>
Pages Up in Reading Pane	<b>Shift</b> + <b>Spacebar</b>

NAVIGATE TO OUTLOOK VIEWS	
Action	Shortcut Keys
Move to Mail	<b>Ctrl</b> + <b>1</b>
Move to Calendar	<b>Ctrl</b> + <b>2</b>
Move to Contacts	<b>Ctrl</b> + <b>3</b>
Move to Tasks	<b>Ctrl</b> + <b>4</b>
Move to To Do or Notes *	<b>Ctrl</b> + <b>5</b>
Move to Folder List in Navigation Pane *	<b>Ctrl</b> + <b>6</b>
Move to Shortcuts	<b>Ctrl</b> + <b>7</b>
Move to Folder	<b>Ctrl</b> + <b>Y</b>
Go to the Search Box	<b>Ctrl</b> + <b>E</b> or <b>Alt</b> + <b>Q</b>
Collapse a group in the message list	<b>←</b>
Expand a group in the message list	<b>→</b>

CALENDAR	
Action	Shortcut Keys
Create a New Appointment (when in Calendar)	<b>Ctrl</b> + <b>N</b>
Create a New Appointment (anywhere in Outlook)	<b>Ctrl</b> + <b>Shift</b> + <b>A</b>
New Meeting Request	<b>Ctrl</b> + <b>Shift</b> + <b>Q</b>
Go to a date	<b>Ctrl</b> + <b>G</b>
Switch to Day View (1 day)	<b>Ctrl</b> + <b>Alt</b> + <b>1</b>
Switch to Work Week View (5 days)	<b>Ctrl</b> + <b>Alt</b> + <b>2</b>
Switch to Week View (7 days)	<b>Ctrl</b> + <b>Alt</b> + <b>3</b> or <b>Alt</b> + <b>Minus Sign</b>
Switch to Month View (31 days)	<b>Ctrl</b> + <b>Alt</b> + <b>4</b> or <b>Alt</b> + <b>=</b>
Switch to Schedule View	<b>Ctrl</b> + <b>Alt</b> + <b>5</b>
Show 2 days in Calendar	<b>Alt</b> + <b>2</b>
Show 3-9 days in Calendar	<b>Alt</b> + <b># of days</b>
Show 10 days in Calendar	<b>Alt</b> + <b>0</b>
Go to Next Day	<b>Ctrl</b> + <b>→</b>
Go to Previous Day	<b>Ctrl</b> + <b>←</b>
Go to Next Week	<b>Alt</b> + <b>↓</b>
Go to Previous Week	<b>Alt</b> + <b>↑</b>
Go to Next Month	<b>Alt</b> + <b>PageDown</b>
Go to Previous Month	<b>Alt</b> + <b>PageUp</b>
Go to Start of the Week	<b>Alt</b> + <b>Home</b>
Go to End of the Week	<b>Alt</b> + <b>End</b>
Go to Next Appointment	<b>Ctrl</b> + <b>Period</b>
Go to Previous Appointment	<b>Ctrl</b> + <b>Comma</b>
Print	<b>Ctrl</b> + <b>P</b>
Move to Folder	<b>Ctrl</b> + <b>Shift</b> + <b>V</b>
Delete	<b>Ctrl</b> + <b>D</b>
Open Address Book	<b>Ctrl</b> + <b>Shift</b> + <b>B</b>
Find a Contact	<b>F11</b>

\* Shortcut varies depending on the Outlook interface

CONTACTS	
Action	Shortcut Keys
Create a New Contact (when in Contacts)	<b>Ctrl</b> + N
Create a New Contact (anywhere in Outlook)	<b>Ctrl</b> + <b>Shift</b> + C
Create a New Message Addressed to Selected Contact	<b>Ctrl</b> + F
Print	<b>Ctrl</b> + P
Move to Folder	<b>Ctrl</b> + <b>Shift</b> + V
Delete	<b>Ctrl</b> + D
Open Address Book	<b>Ctrl</b> + <b>Shift</b> + B
Find a Contact	<b>F11</b>

MISCELLANEOUS	
Action	Shortcut Keys
Help	<b>F1</b>
Copy to Clipboard	<b>Ctrl</b> + C
Paste from Clipboard	<b>Ctrl</b> + V
Check Names	<b>Ctrl</b> + K
Undo Last Action	<b>Ctrl</b> + Z
Select All	<b>Ctrl</b> + A
Cut	<b>Ctrl</b> + X
Delete	<b>Ctrl</b> + D
Check Spelling	<b>F7</b>
Open Save As Dialog Box	<b>F12</b>
Turn on Editing in a Field	<b>F2</b>
Save	<b>Ctrl</b> + S or <b>Shift</b> + <b>F12</b>
Save and close	<b>Alt</b> + S
Start the Send/Receive process	<b>Ctrl</b> + M

TASKS	
Action	Shortcut Keys
Create a New Task (when in Tasks)	<b>Ctrl</b> + N
Create a New Task (anywhere in Outlook)	<b>Ctrl</b> + <b>Shift</b> + K
Create a New To Do Item (when in To Do)	<b>Ctrl</b> + N
Create a New Task Request	<b>Ctrl</b> + <b>Shift</b> + U
Forward	<b>Ctrl</b> + F
Print	<b>Ctrl</b> + P
Move to Folder	<b>Ctrl</b> + <b>Shift</b> + V
Delete	<b>Ctrl</b> + D
Open Address Book	<b>Ctrl</b> + <b>Shift</b> + B

FORMATTING TEXT	
Action	Shortcut Keys
Bold Selected Text	<b>Ctrl</b> + B
Underline Selected Text	<b>Ctrl</b> + U
Italicize Selected Text	<b>Ctrl</b> + I
Add Bullets	<b>Ctrl</b> + <b>Shift</b> + L
Left Align Text	<b>Ctrl</b> + L
Center Text	<b>Ctrl</b> + E
Right Align Text	<b>Ctrl</b> + R
Increase Indent	<b>Ctrl</b> + T
Decrease Indent	<b>Ctrl</b> + <b>Shift</b> + T
Increase Font Size	<b>Ctrl</b> + ]
Decrease Font Size	<b>Ctrl</b> + [
Toggle Capitalization	<b>Shift</b> + <b>F3</b>
Format Letters as Small Capitalization	<b>Ctrl</b> + <b>Shift</b> + K
Remove Character Formatting	<b>Ctrl</b> + <b>Spacebar</b>

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## Tips, Timesavers & Takeaways