Outlook 2016 Workshop

Course objectives:
- Manage correspondence and contacts efficiently
- Use the calendar effectively for appointments, meetings and events
- Customise Outlook settings

Student Training and Support
Phone: (07) 334 64312
Email: askus@library.uq.edu.au
Web: https://web.library.uq.edu.au/library-services/training/

Service Points
St Lucia: Main desk of the Central, ARMUS and DHESL libraries
Hospitals: Main desk of the PACE, Herston and Mater libraries
Gatton: Level 2, UQ Gatton Library

Staff Training (Bookings)
Phone: (07) 3365 2666
Email: staffdev@uq.edu.au
Web: http://www.uq.edu.au/staffdevelopment

Staff may contact their trainer with enquiries and feedback related to training content. Please contact Staff Development for booking enquiries or your local I.T. support for general technical enquiries.

Reproduced or adapted from original content provided under Creative Commons license by The University of Queensland Library
## Table of Contents

### Interface Overview
- Exercise 1. Customise Mail layout .............................................................. 4

### Email
- Exercise 2. Create and automate email signatures ................................. 4
- Exercise 3. Create an email template ....................................................... 6

### Viewing and managing emails
- Exercise 4. Manage email settings ......................................................... 8
- Exercise 5. Searching emails ................................................................. 9
- Exercise 6. Adjust email viewing options .............................................. 10
- Exercise 7. Filing your emails .............................................................. 12
- Exercise 8. Applying flags and categories ........................................... 14

### Out of Office Assistant
- Exercise 9. Schedule an out of office message ................................... 16

### The Outlook Calendar
- Exercise 10. Customise calendar settings ........................................ 17
- Exercise 11. Share your calendar ......................................................... 17
- Exercise 12. Group shared calendars ................................................ 18

### Appointments and meetings
- Exercise 13. Schedule a meeting ......................................................... 19
- Exercise 14. Respond to meeting invitations ....................................... 20
- Exercise 15. Print your calendar ......................................................... 21

### People
- Exercise 16. Add notes to a contact .................................................... 21
- Exercise 17. Create a contact group .................................................... 21
- Exercise 18. Create a contacts folder ................................................ 22
- Exercise 19. Share a contacts folder .................................................. 23
- Exercise 20. Create folder groups for contact folders ....................... 23

### Tasks
- Exercise 21. Create a task ................................................................. 24
- Exercise 22. Assign the task .............................................................. 24
Interface Overview
The Outlook Ribbon and Quick Access Toolbar are contextual to the section of the program in use, e.g.: the Mail or Calendar section. The File tab provides access to ‘Backstage View’ including account settings and application options. Backstage view will vary between sections and items.

Mail
Microsoft Outlook 2016 organizes your emails, calendars, contacts, tasks, and to-do lists, all in one place. It all starts with your email account. From there you can start working with emails, turning them into tasks or appointments, and storing the people you interact with in your contacts, so you never have to remember an email address or phone number.

Calendar
Outlook 2016 includes powerful scheduling features in Calendar view. From here, you can create appointments and manage your time. You can schedule appointments and create multiple calendars, organize your schedule, and apply categories, reminders, and more. You are also able to share your calendar with others and are able to view and group other calendars.

People
This feature was previous referred to as Contacts. People view is the central place for all your contacts in Outlook 2016. Maintaining a detailed contacts list will make sending emails and scheduling meetings that much easier. You can add, manage, and organise your contacts and also import from another source.
**Exercise 1. Customise Mail layout**

Each section of Outlook has a customisable content pane. This enables you to personalise your screen in each section. This is a local setting you will have to configure on your workstations.

In the mail section

1. Go to the **View** tab
2. Click on the **Reading pane** button
3. Select **Off**

Using your mouse manually adjust the width of the:
- Navigation pane
- Reading pane
- To-Do Bar

**Email**

Electronic mail is a timely and useful communication medium. With such immediacy and convenience, it is easy to use email tools ineffectively. Ensure that your work processes evolve alongside your technical skills.

**Exercise 2. Create and automate email signatures**

**Email signature**

1. Click **New Email**

In the new message:

2. Go to the **message** tab
3. Click **Signatures > Signatures…**

4. Click **New**

---

**Notes**

________________________________________________________

________________________________________________________

________________________________________________________

________________________________________________________

________________________________________________________

________________________________________________________

________________________________________________________

________________________________________________________
5. Enter ‘UQ Staff’
6. Click OK

In the Edit signature box:

7. Enter signature details
8. Click OK

In the blank email:

9. Click Signature button
10. Select the new UQ Staff signature

This signature will be added into the body of the email and replace any existing signature.

Default Signature for new emails

In Mail section:

1. Click on File tab
2. Click on Options
3. Click on the Mail option
4. Click on the Signatures… button
5. Select New messages: drop down arrow
6. Click on the UQ Staff signature
7. Click on OK

All new messages will automatically have the signature applied.
Exercise 3.  

Create an email template

An email template creates identical copies of itself. Outlook templates are stored locally – so you may need to transfer or share them at intervals. To update an email template you will need to open a copy and Save As the changes to replace the existing template.

Creating an email template

1. Start a new email: Home tab – New Email
2. Enter any recipient details which will always be required
3. Enter a subject
4. Delete any signature text
   As each new email includes a signature your template would always have two signatures.
5. Enter some body text of your choice e.g. The quick brown fox
6. Click the File tab
7. Select Save As
8. In Save as type: choose Outlook Template (*.oft)
9. Click Save
10. Click on File tab
11. Select Close
12. Click on No

Notes

------------------------------------------------------------------------------------------------------------

------------------------------------------------------------------------------------------------------------

6 of 25  
Microsoft Outlook 2016: Workshop
Using an email template

1. Click **New Items > More Items > Choose Form…**

2. Choose **User Templates in File System** from the **Look In: box**

3. Select the template

4. Click **Open**

The file path will be visible if you need to transfer or share your templates.
Viewing and managing emails
Composing, managing and filing emails can be a time consuming process. Consider changing the way you check and respond to your emails, for example:

- Limit checking your emails to two or three times a day and don't check emails first thing in the morning to avoid interrupting your plans for the day
- Deal with emails decisively and respond comprehensively so they don't generate more emails in response and try not to copy people into emails who don’t need them.

Exercise 4. Manage email settings

Adjust email notifications

1. Click the File tab
2. Select Options
3. Click the Mail menu item in the Options dialogue box
4. Uncheck the notification boxes as desired

Adjust start and exit settings

1. Click the File tab
2. Select Options
3. Click the Advanced menu item in the Options dialogue box
4. Click the Browse… button
5. Select a new start folder
6. Click OK

Notes

Microsoft Outlook 2016: Workshop
Exercise 5. Searching emails

Locating emails in a crowded inbox is made simple using these search tips...

The search area is in the top right of the Outlook window

Clicking in the search area activates the Search toolbar

The Scope group controls the part of Outlook being searched

The Refine group controls what is being searched for

The More button in the Refine group allows you to search through many more email properties

It is possible to search directly in the search area using the correct search parameters

Use the drop down list to search:

- Current Folder
- Subfolders (of the current folder)
- Current Mailbox
- All Mailboxes (if your Outlook is setup to view multiple accounts)
- All Outlook Items (to search Mail, Calendar, People and Tasks)

Click in the Search area

Enter a search term e.g. the name of your manager
This will locate items containing that name (Not case sensitive)

Enter their full name
Locates both names but not necessarily in that order
Results can be in address, subject or body
Enter their full name in quotation marks
Locates the exact phrase

Enter your managers name preceded by From:
e.g. From: Noela Yates
Locates emails sent by that person

Exercise 6. **Adjust email viewing options**

**Use conversation view**
Conversation view aggregates emails and summarises them by subject. As you receive a new email with that subject the whole conversation moves to the top of your email list. This can include emails in other folders.

1. Click the **View** tab
2. Select **Date** in the **Arrangement** group

3. Check **Show as Conversations**
4. Select **This folder** button
   You can easily return to regular Date View by deselecting Show As Conversation

5. Click **Conversation Settings**
6. Enable **Show Messages from Other Folders**
Colour code incoming emails
It is possible to use conditional formatting to colour code incoming correspondence.

1. Click the **View** tab
2. Click **View Settings**
3. Click **Conditional Formatting**

4. Click **Add**
5. Type **Manager** in the Name field
6. Click the **Condition** button

7. Click the **From…** button
8. Search and select your manager’s name from the address book then click **OK**

9. Click the **More Choices** tab
10. Check the **Only items that are:** checkbox
11. Set the list item to **unread**
12. Click **OK**
13. Click the **Font** button
14. Choose a font colour
15. Click **OK**
16. Click **OK** to confirm the new condition
17. Click **OK** to confirm the view change

Until you receive a new email from your manager or mark an email as unread no emails will be highlighted according to this rule.

---

**Exercise 7.**

**Filing your emails**

**Filing with quick steps**

**Create new folder**

1. Right click your **mailbox** in the **Navigation Bar**
2. Select **New Folder…**
3. Type the name ‘**Training Class**’
4. Press **Enter** on keyboard

Folder will be placed in alphabetical order with current folders in mailbox

**Quick step – move to folder**

1. Click the **More** button in **Quick Steps** group
2. Select **New Quick Step > Move to Folder…** in the **Quick Steps** group on the **Home** tab
3. Enter the name ‘**Move to Training Folder**’
4. Select the **Training Class** folder
5. Click **Finish**
6. Select the Timesheet Reminder email
7. Click on the new quick step 'Move to Training folder'

Filing with email rules
Rules can be setup to file or delete emails as they arrive, for example, when you receive: automated reminders from enterprise systems, emails about staff absences or irrelevant emails from mailing lists.

1. Go to Training Class folder
2. Select the Timesheet reminder email
3. Click Rules button in Move group
4. Select Create Rule…
5. Check Subject contains… button
6. Check Move the item to folder
7. Click Select folder… button
8. Select Training Class folder
9. Click on OK to confirm folder
10. Click OK to confirm rule settings

11. Check 'Run this rule now'
12. Click OK

Check the Training class folder to ensure the messages moved are as intended
View, edit and delete rules

1. Click the Rules button > Manage Rules & Alerts…

- Clear tick alongside rule to switch it off
- Click on Delete button to remove rule

Exercise 8. Applying flags and categories

Email flags
Use flags as a follow up reminder
- Left click the Flag icon on any email
Flagged emails are automatically listed as To-Do items in Tasks.

- Left click again to indicate complete

- Right click the Flag icon on any email for specific timeframes or to schedule a reminder

Categories
Establishing categories for managing mail will only apply to your own account. Other users will be able to define and apply their own account

Apply categories

1. Right click in CATEGORIES section to access category menu
2. Click on a category to apply
This can be repeated to apply multiple categories.
Apply a category with one click

1. Right click in **CATEGORIES** section to access category menu
2. Select the ‘**Set Quick Click**…’
3. Choose a category to be applied
4. Click **OK**
5. Left click on an email in the Categories section
   The defined category will be applied to selected messages

Customise Categories

1. Right click an email > **All Categories**
   OR
   - Click the **Categorize** tool in the **Tags** group on the **Home** tab
   - Select **Rename** or create **New** categories as required
Out of Office Assistant

If you are not going to be responding to your emails for an extended period the Out of Office Assistant can be used to send a response or forward your emails to a colleague. It is possible to schedule your out of office period ahead of time.

**Important:** Any rules set using Out of Office Assistant will apply each time you use it – including forwarding arrangements etc. Remember to disable/remove any rules for the Out of Office Assistant when they are not required.

**Exercise 9. Schedule an out of office message**

1. Click the **File** tab
2. Click **Automatic Replies**

3. Click **Send automatic replies** to send replies until manually disabled

**OR**

- **In addition:** check ‘**Only send during this time range**’ to schedule an automated period

4. Enter a message/s which will be sent in response to any email during your absence

Outside the organisation is generally defined as anyone without a valid UQ email address.

5. Click the **Rules** button

6. Click **Add Rule…**
7. Check the **Forward** box and then click the **To…** button
8. Select a colleague
9. Click **OK**

10. Confirm email forward for all emails by clicking **Yes**

These rules will be used each time you schedule an out of office period unless they are disabled or deleted.

11. Click **OK** to confirm the rules
12. Click **OK** to schedule the out of office period
To stop Automatic Replies

13. Click on File
14. Click on Automatic Replies button
15. Select ‘Do not send automatic replies’ button
16. Click on OK

The Outlook Calendar

**Exercise 10. Customise calendar settings**

1. Click the File tab > Options
2. Select the Calendar menu item

Set work hours

- Update work schedule to show others your usual work hours. This will adjust shaded sections on the days you select.

Adjust default meeting reminder

- Adjust the Default Reminders dropdown in Calendar options

**Exercise 11. Share your calendar**

1. Go to Calendar section of Outlook
2. Click Share Calendar in the Share group

Notes

________________________________________________________________________________________
________________________________________________________________________________________
3. Choose recipients
4. Check Request Permission to view recipient’s calendar if appropriate
5. Click Send

Customise sharing permissions

1. Click Calendar Permissions on the Share group
2. Select the staff member and update their permissions as required
3. Click on OK

Sharing your calendar enables Read permissions only. You will be required to customise the Write and Delete permissions as required.

Exercise 12. Group shared calendars

1. Click Calendar Groups > Create New Calendar Group
2. Enter a group name and click OK

3. Add group members and click OK

The group will appear in the navigation bar. Calendars can be turned on and off as required.

**Appointments and meetings**

Appointments and meetings are similar in Outlook, with one main difference: meetings have attendees, and generate invitations, appointments do not.

**Exercise 13. Schedule a meeting**

1. Home Tab > Inbox > select any email.
2. Click the Meeting button in the Respond group

When you click Send – meeting invitations will be sent out to recipients.

3. Click the Scheduling Assistant button
4. Add recipients

5. Select a date and time, based on the displayed availability
6. Click on Send

**Converting appointments and meetings**

Convert meeting to appointment

- Click Cancel Invitation

Convert appointment to meeting

- Click Invite Attendees
Recurring appointments
When setting up a meeting:
1. Click the Recurrence button in the Options group
2. Select recurrence options including frequency and an end date
3. Click OK
This offers an invitation to recipients to a series of meetings which will be entered into their calendar.

Exercise 14. Respond to meeting invitations
An Outlook meeting invitation is an enhanced email with Yes, Tentative and No buttons on it. It is good practice to answer these invitations and to have Outlook send a response. This ensures that meeting convenors are aware of attendance and can reschedule if necessary.

Click the email invitation:
1. Click one of the attendance options: Accept/Tentative/Decline
2. Choose the Send the Response Now option

OR
• Click Propose New Time with a provisional Tentative or Negative response
• Alter the start and end times and click Propose Time
Exercise 15.  
Print your calendar

In the Calendar section:
1. Click the File tab
2. Click Print

OR
- Press CTRL + P

3. Alter the Calendar print settings
4. Click Print

People
Contacts can be found by clicking the People heading. Contacts can be updated or have notes recorded against them. They can be added to email distribution lists and organised in Contact Folders and the folders into Folder Groups.

Exercise 16.  
Add notes to a contact

Go to the People section:
1. Double click a contact
2. Click Notes
3. Add relevant notes about relevant interactions with this user

Exercise 17.  
Create a contact group

A contact group is an email distribution list you can access from any of the address fields when creating an email or meeting.

1. Click New Contact Group
2. Enter the name ‘Outlook 2016 Course’
3. Click Add Members > From Outlook Contacts
4. Select contacts as appropriate
5. Click Save & Close

This group will now be available via autocomplete when you start typing a recipient when sending an email.

Exercise 18. Create a contacts folder

Contact folders hold individual and groups of related contacts.

1. In the Navigation Bar right click on the Contacts folder
2. Click New Folder…
3. Type in the name: ‘Outlook 2016’
4. Select the Contacts folder
   Ensure a subfolder isn’t selected
5. Click OK

Populate folder with contacts

1. Select the Contacts folder
2. Locate existing contacts and contact groups
   Changing the Current View to List may speed this process.
3. Hold down the right mouse button over a contact and drag and drop it into the ‘Outlook 2016’ folder
4. Click the Copy menu option
**Exercise 19.**  
**Share a contacts folder**

1. Select the **Outlook 2016** contact folder
2. Click **Forward Contact** in the **Share** group of the **Home** tab > **As an Outlook Contact**
3. Add recipients to the email and change subject to Outlook 2016 Course
4. Click **Send**

The contacts will be sent as an attachment.

**Save a contact attachment**

5. Click and drag the attachment over the **Contacts** section
6. Drop the contact into a contacts folder

**Exercise 20.**  
**Create folder groups for contact folders**

Contact groups are essentially an organisational device which groups contact folders.

1. Right click the **My Contacts** folder group
2. Click **New Folder Group**

3. Name the group ‘**Outlook Training**’
4. Drag the ‘**Outlook 2016**’ contacts folder into the ‘**Outlook related**’ folder group
Tasks
The Tasks section contains basic functionality for creating, assigning and tracking progress of activities. Its primary benefit is its integration with Outlook. Emails that have been flagged will appear in the To-Do List in the Tasks section.

Exercise 21. Create a task

In the Tasks section:
1. Click New Task
2. In the Subject field, type: ‘Create new timesheet form’
3. Set the start date as today and the finish date one week from today
4. Click Details in the Show group
5. Add ‘2 hours’ to the Total work: field
6. You can now save this task for completion or assign it to someone.

Exercise 22. Assign the task

1. Click Assign Task in the Manage Task group
2. Add a recipient
3. Add any relevant details
4. Click Send
Completing an assigned task
In the Mail section when a task assignment arrives:

1. Click **Accept** or **decline** as appropriate.
2. Either send a custom response or simply an automated acceptance or rejection notification
3. Hover on Tasks at the bottom to see a quick view of your tasks

4. Go to the **Tasks** section and click the **Tasks** list:
5. Double click the **Task** to update it including **% complete**
6. Click **Mark Complete** when the task is completed