

Editing Messages

- Copying Text Within a Message
- Copying Text Between Messages
- Copying From Another Source
- Deleting Text
- Removing an Attachment

Organising Messages

- Creating a Message Folder
- Moving Messages
- Copying Messages
- Deleting Messages
- Recovering Deleted Messages
- Cleaning Up Conversations
- Working With Favourites
- Deleting Message Folders
- Recovering Deleted Folders
- Emptying Deleted Items
- Automating Common Tasks With Quick Steps
- Customising a Default Quick Step
- Creating a Quick Step
- Using Quick Steps
- Archiving Messages
- Recovering Archived Messages

Searching

- Using Instant Search
- Expanding the Search
- Search Query Syntax
- Search Query Syntax Dates and Size
- Using Recent Searches
- Search Options
- Searching Other Outlook Items
- Using a Search Folder
- Customising Predefined Search Folders
- Creating a Custom Search Folder

Working With Views

- Changing the Current View
- Arranging Messages Within a View
- Sorting Messages Within a View
- Working With Columns in a View
- Formatting Columns in a View
- Creating a Custom View
- Adding a Filter to a Custom View
- Deleting a Custom View

Colour Categories

- Creating a New Colour Category
- Assigning a Colour Category
- Finding Messages With Categories
- Removing Categories From Messages
- Deleting a Colour Category

Working With Rules

- About Rules
- Creating a New Rule From a Template
- Selecting the Rule Conditions
- Selecting the Rule Actions
- Selecting the Rule Exceptions
- Naming and Reviewing the Rule
- Testing the Rule
- Managing Existing Rules

Email Techniques

- Effective Email Management
- Recalling a Sent Message
- Printing a Message
- Printing a Message List
- Message Formats
- Changing the Message Format
- Choosing Themes or Stationery
- Applying a Theme or Stationery to a Message
- Turning Themes or Stationery Off
- Applying a Theme
- Saving a Message Draft
- Using a Saved Message
- Sending a Voting Message
- Responding to a Voting Message
- Tracking Voting Responses
- Sending Automatic Responses

Appointments and Events

- Quickly Scheduling an Appointment
- Scheduling Using the Appointment Window
- Rescheduling an Appointment to Another Day
- Rescheduling an Appointment to Another Time
- Creating Recurring Appointments
- Changing Recurring Appointments

- Scheduling an Event
- Scheduling Free and Busy Times
- Categorising Activities
- Printing Your Calendar
- Deleting Activities

Scheduling Meetings

- Scheduling a Meeting
- Meeting Response Options
- Responding to Meeting Requests
- Tracking Meeting Responses
- Changing a Meeting
- Adding or Removing Attendees
- Preventing Responses
- Cancelling a Meeting
- The Scheduling Assistant
- Using the Scheduling Assistant
- Scheduling Meetings Using Calendar Groups

Managing Contacts

- Adding a Contact From an Email
- Pinning a Contact to Favourites
- Contacting a Contact
- Contacting a Contact From the People Peek
- Forwarding Contacts
- Creating a Contact Group
- Using a Contact Group
- Using a Partial Contact Group
- Deleting Members From a Contact Group
- Linking Contacts

Task Requests

- How Task Requests Work
- Creating a Task Request
- Responding to a Task Request
- Completing an Assigned Task
- Viewing Updated Task Requests