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## Church & Ministry Technology Seminar Series

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## 8 Methods To Avoid Junk Mail (Spam)

### Method #1: Use Outlook to manage junk e-mailers

The Junk Mail filter basically scans messages before they get to your Inbox and annoy you. It decides whether a message is junk based on several factors, including the time of day it was sent and the content of the message. While the filter doesn't initially single out any particular sender or type of message, here are a few steps you can take to customize this filter to be your very spam bodyguard:

- You can add message senders to the Safe Senders List so that their messages will never be treated as junk e-mail.
- Contacts are automatically trusted by default, so messages from people in your Contacts folder will also never be treated as junk e-mail.
- You can configure Outlook to only accept messages from the Safe Senders List, giving you total control over which messages reach your Inbox.
- Conversely, you can easily block messages from a certain e-mail address or domain name by adding the sender to the Blocked Senders List.
- If you belong to a mailing list, you can add the address for the list to your Safe Recipients List so that messages sent to the mailing list will not be treated as junk e-mail.

By default, the Junk E-mail Filter is set to a low setting that is designed to catch the most obvious junk e-mail. Any message that is caught by the filter is moved to a special Junk E-mail folder, where you can retrieve or review it at a later time.

If you don't have Outlook 2003 installed yet, here are two solutions in the interim (the very *short* interim) for previous versions of Outlook or Microsoft Outlook Express:

- Add senders to the junk e-mail list. You can add whole domains this way, too.
- Create rules that can recognize spam, such as a rule that flags or deletes e-mail messages with certain words in the subject line or body of the message. You can also create rules to color-code these messages (instead of deleting them automatically), so that they're easily recognizable in the Inbox. That way, if your Great-aunt Bessie sends you e-mail that for some reason has the words "HOT HOT HOT" in the subject line (one can only speculate why: pies? Great-uncle Sol? Vinyl seats in the Buick?), it won't get deleted until you see it first.

To learn how to add senders to the junk mail list or how to create rules, press F1 for Help in Outlook 2002, Outlook 2000, or Outlook Express.

### Method #2: Avoid replying to the sender

When you reply and type REMOVE in the subject line, this is a great way to let spammers know that yes, your e-mail address is up, running, and being used right now. It's like waving a white flag that says, "I read unsolicited e-mail. Please send more."



The best way to "opt out" of a spammer's mailing list is to pretend you never received the e-mail message. Put your hands over your ears and sing, "La-la-la-la...I can't HEAR you!"

### **Method #3: Alter your e-mail address when you post it**

You might post your e-mail address sometimes to a newsgroup, chat room, or bulletin board. But you don't have to post it correctly. The funky term for this is "munging" your address. This means adding a character, number, or symbol (or two) that has to be taken out for your address to work (for example, "cr@bby@mi(rosft.com)"). It really throws those automatic "address harvesters" (yikes, what a term!) off balance, and they just slink away from whence they came.

### **Method #4: Don't give out your primary e-mail address**

Create a "disposable" Web e-mail address (such as one from an MSN® Hotmail® account) that you can give when registering for free software or shareware, or even when ordering from a company online. In fact, Hotmail can help you avoid getting spam.

### **Method #5: Make use of laws against spam**

The CAN-SPAM Act of 2003 was approved by the Senate in November 2003 and by the House of Representatives in December 2003, and was signed into law by President Bush on December 16, 2003.

### **Method #6: Don't post your address on your Web page**

Again, you can munge it or not post it there at all. Then those nasty spam weevils can't find you.

### **Method #7: Review Web sites' privacy policies**

Knowing that you're an Internet expert and that you can blaze through those online forms at lightning speed, but you should slow down, Cha-Cha, and make sure that you're checking all the privacy options you need to check. Sometimes these are hard to find, but they're there. And sometimes there is more than one box to check. Some sites assume the right to share your information; responsible sites will give you a way to opt out.

#### **An example:**

Let's say that you're in the process of purchasing a fabulous new pair of rhinestone glasses. You've filled out all the pertinent information: Size, style, shipping and billing info, and an e-mail address to receive the order confirmation. Now before you click the "place order" button, look around.

Are there any check boxes or tiny form fields on that page that are checked to indicate that you're fine with this company selling or giving away your e-mail address to "responsible" parties? Make sure you uncheck (or check, whichever the case may be) where necessary. In fact, backtrack through the pages and make sure you didn't forget to indicate your "don't-you-dare-sell-this-e-mail-address" preference.



**And here is a tip:**

Even if you did all the right things and found all the sneaky little boxes, make sure you check those boxes again if, for some reason, you have to backtrack through the form. Sometimes sneaky vendors will set the pages to go back to the default setting, thereby tripping you up again. Good grief, it takes such vigilance, doesn't it? (Yes, but it's worth it.)

**Method #8: Do not forward chain e-mail**

This is my favorite one, and I'm pretty sure I've lost some friends after telling them to cease and desist. Here's a good example:

*On NPR's Morning Edition last week, Nina Tottenberg said that if the Supreme Court supports Congress, it is in effect the end of the National Public Radio (NPR), NEA & the Public Broadcasting System (PBS)...."*

Sound familiar? This is a hoax. Don't forward it to friends. Your first clue is that Nina's last name is misspelled. Not familiar? You don't listen to public radio? OK, here is one for you:

*My name is Bill Gates, and I need your help...*

It's a pretty good bet that if you don't know Bill Gates, he won't be sending you any sort of e-mail, because chances are he doesn't need your help. He's never even sent me e-mail. (I'm still waiting. I still have hope.)

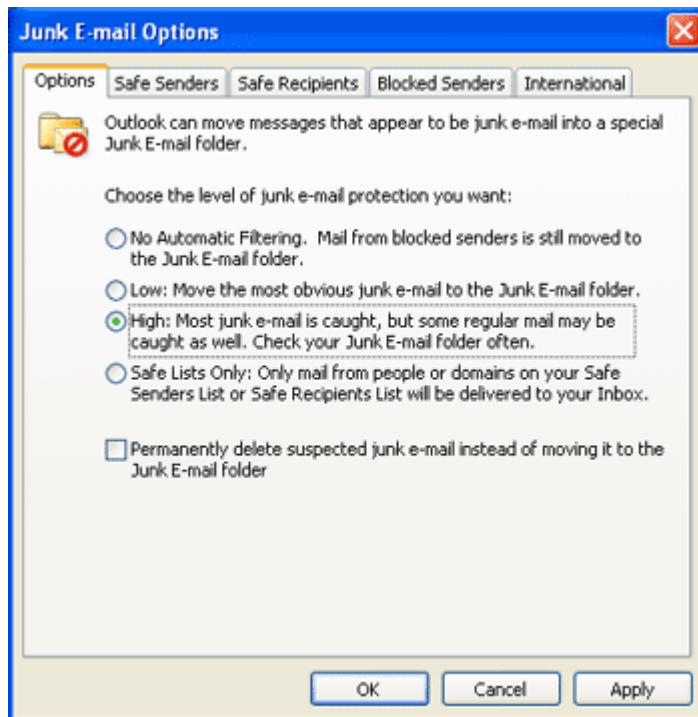
Some others I've received concern needles in theater seats, free software from my boss, free cases of champagne, free trips to Disney World, a request for money for a little girl dying of a tropical disease, the Hawaiian good luck totem, caution using cell phones at gas stations, and my personal favorite: a virus warning about e-mail messages with "How to give a cat a colonic" in the subject line.



## Configuring Spam – Junk Mail Filter

The best way to deal with spam is to block it before it gets to your Inbox. A good first line of defense is a spam filter at your Internet gateway or at your e-mail server. Even with filters in place there, however, it's still a great idea to use the Outlook spam-blocking filters to help keep your Inbox uncluttered.

Outlook 2003 adds some great spam-blocking features, building on the spam filter that was included in previous versions. To configure the Outlook spam filter settings, on the **Tools** menu, click **Options**, and then click **Junk E-mail** on the **Preferences** tab, which opens the **Junk E-mail Options** dialog box.



The **Options** tab lets you choose among four basic spam-blocking levels:

**No Automatic Filtering** This option turns off spam filtering in Outlook, and I recommend it only if you have a very effective spam filter in place at your mail server.

**Low** This setting enables Outlook to catch the most obvious spam.

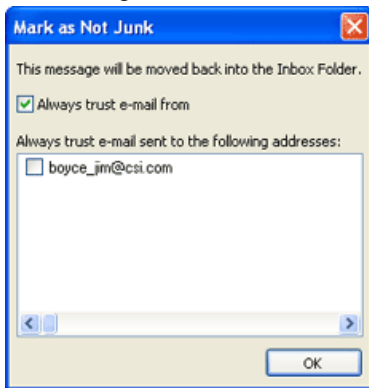
**High** With this more aggressive setting, Outlook catches more spam, but it might flag some of your regular messages as spam.



**Safe Lists Only** Use this option if you want to receive mail only from people in your Contacts folder and from those you add to the Safe Senders and Safe Recipients lists.

When you find a good message in the Junk E-mail folder that has been flagged as spam, right-click the message, point to **Junk E-mail**, and then click **Mark as Not Junk** to open the **Mark as Not Junk** dialog box. Selecting the option **Always trust e-mail from "sender"** adds the specified sender's address to the Safe Senders List (Safe Senders List: A list of domain names and e-mail addresses that you want to receive messages from. E-mail addresses in Contacts and in the Global Address Book are included in this list by default. People you sent messages to will be added to the list.). The option **Always trust e-mail sent to the following addresses**, when selected, causes the selected recipient addresses to be added to the Safe Recipients List (Safe Recipients List: A list that includes the e-mail addresses of mailing lists for which you want to be a recipient. Messages sent to such a mailing list and received by you will not be treated as junk e-mail.)

What are these lists? The Safe Senders List contains the addresses from which Outlook accepts e-mail, regardless of the content. Messages from these addresses are not flagged as spam or placed in the Junk E-mail folder. You can add individual addresses to the list or add entire domains. For example, if you want to receive mail from any address at example.com, you add example.com to the list. Or, if you want to receive e-mail only from someone@example.com, enter that specific address in the list. To modify the Safe Senders List, open the **Junk E-mail Options** dialog box and click the **Safe Senders** tab. Click **Add**, enter the address or domain, and then click **OK**. You can also right-click a message, point to **Junk E-mail**, and click **Add Sender to Safe Senders List** to add the sender's address to the list.

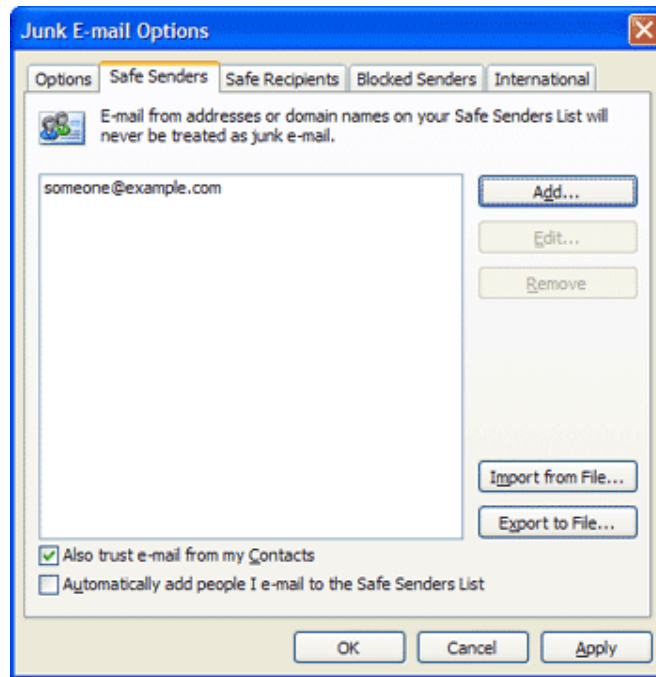


Another great feature added in Microsoft Office 2003 Service Pack 1 appears on the **Safe Senders** tab. The option **Automatically add people I e-mail to the Safe Senders List**, if enabled, causes Outlook to automatically add a recipient's address to the Safe Senders List when you send him or her an e-mail. This enables Outlook to automatically mark as safe addresses that aren't stored in your Contacts folder.

Use the Safe Recipients List to allow messages into your Inbox based on the address to which they are sent. For example, if you participate in a mailing list, messages for that list are probably sent to a distribution address at a list server, and the message will have that recipient address rather than your own. If you don't add the list's address to your Safe Recipients List, Outlook will treat the messages as spam and put them in your Junk E-mail folder. You can add recipient addresses to this list from the **Safe Recipients** tab of the **Junk E-mail Options** dialog box, or simply right-click a message sent to that recipient address, point to **Junk E-mail**, and click **Add Recipient to Safe Recipients List**.

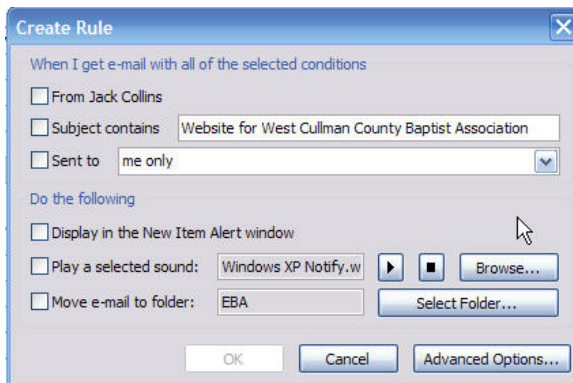


The third Outlook address list is the Blocked Senders List (Blocked Senders List: A list of domain names and e-mail addresses that are treated as junk e-mail and are blocked unless the sender is on the Safe Senders List or the recipient is on the Safe Recipients List.). Messages from senders on this list are always blocked, regardless of content. If messages are getting past the Outlook spam filters, add the sender's address to this list. You can add a domain (the part of the e-mail address to the right of the @ sign) to the list to block messages from all e-mail addresses at the specified domain. The combination of built-in spam filters and the Blocked Senders List should take care of most, if not all, of the spam you receive. But what do you do about any messages that make it through the filters? That's easy! Just create a rule to block the message based on the subject, words in the body of the message, or other identifying criteria. The easiest way to create a rule for a specific message is to right-click the message and click **Create Rule**, which opens the **Create Rule** dialog box. Here you can specify words for the subject, sender address, and other criteria to help identify the message, as well as what action to take, such as moving the message to the **Junk E-mail** folder.





## Rules: Manage Your Inbox



### Create a rule based on name or subject line information

Open the message you want to base a rule (rule: One or more automatic actions taken on e-mail messages and meeting requests that meet certain conditions, along with any exceptions to those conditions. Rules are also referred to as filters.) on.

Or Right Mouse Click on the Email Message you want to create the rule for and click Create Rule

On the toolbar, click **Create Rule**.

In the **Create Rule** dialog box, select the conditions and actions you want to apply.

To add more conditions, actions, or exceptions to the rule, click **Advanced Options**, and then follow the rest of the instructions in the Rules Wizard.



## Quick Tips for Outlook

### Sorting Information

Sorting by a single column in Outlook is a simple matter of clicking on the column head. Sorting by multiple columns, however, is not so obvious. But it's actually quite easy. First, sort by the first criterion, such as From, by clicking on the column head. Then hold the Shift key down as you click on a second heading, such as Received. Your messages will be sorted primarily by sender, and all the messages from each sender will be ordered chronologically. You can even add additional columns to sort by. Outlook will sort your messages by each additional criterion within the earlier criteria to give you a multicolumn sort.

### View Messages By Thread

Outlook 2003 lets you view messages by thread, which is a convenient way to scan your in-box much faster. Just choose View | Arrange By | Conversation to see your mail arranged this way. If you have the reading pane on the right, you can get to this setting faster by clicking on Arranged by at the top of the message list. You'll find that if each message contains the earlier messages, you can read just the latest message in the thread instead of working through each one, so you can easily clean out your in-box by deleting earlier notes and keeping only the latest one.

### Reading Pane

Outlook 2003 has a handy three-column format, with the reading pane on the right, which makes it easier to read mail without opening each message. But sometimes you need more room for reading. Alt-F1 toggles the navigation pane on and off, giving the extra space to the reading pane. Try this once and you'll probably use it regularly.

### ShortCuts Out

The first time you save or add an attachment during any given session, Outlook starts at the My Documents folder by default. If you rarely save files to or attach them from My Documents, this can be annoying. One easy fix is to add shortcuts in the My Documents folder that take you to the folders you use most often. That way, you can click on the shortcut rather than being forced to navigate through multiple levels.

To create a shortcut, open the My Documents folder. Choose File | New | Shortcut, select Browse, and navigate to the folder you want the shortcut to take you to. Click on Next and enter a name for the shortcut. When naming the file, use an ampersand as the first character so that the shortcut will appear at the top of your list. Now click on Finish. The next time you open Outlook and add or save an attachment, simply click on the shortcut to go from My Documents to the folder you want.

### Expand and Collapse



If you'd rather use keystrokes than the mouse whenever possible, you can use the asterisk key on the numeric keypad to expand the currently selected folder in Outlook's folder tree. Press the key again, and the next level of subfolders in all the newly opened folders will expand. Each keystroke opens another level. The minus key on the numeric keypad will collapse all the folders at once.

## Assigning Categories

In Outlook, you can assign categories as a way of making it easier to group related items. For example, you can classify various contacts as personal or business. If you want to assign categories to Outlook items that already exist, you can do this with a simple drag-and-drop. Choose View | Arrange By | Categories. Next, if the program is not already set to show groups, choose View | Arrange By | Show In Groups. You can then assign a category to a record by dragging the record to the appropriate group. You can also use this method to enter or modify other fields, such as company names.

## Spam Filter Update

Outlook 2003 includes a decent spam filter, but like other spam filters, it occasionally misidentifies legitimate e-mail as junk. In cases where real mail comes in from unexpected sources, Outlook's whitelist feature won't help. At the very least, be sure to give your junk mail a quick glance before you delete it, to make sure you're not losing messages from friends or business associates. It's the sort of task you can handle on the train coming into work or while you're on hold on the phone. Also make sure you have the latest version of the spam filter. Microsoft has already posted an update, which you can get by clicking on Help | Check for Updates.

## Saturday – Sunday: One Day Or Two?

The default month view for the Outlook Calendar combines Saturday and Sunday into one column. You can, however, switch it to showing a separate column for each. To find the command, right-click anywhere on the calendar and choose Other Settings. Then remove the check from the option to Compress Weekend Days. And of course, you can go back to having both in one column by checking the box again. This setting also controls whether the calendar prints with six columns or seven.

## Achieve Your Older Email

As messages gather in your in-box, your Outlook data file can grow to extremely large sizes. This eats up system resources and increases the time Outlook takes to load. If you don't want to delete messages, consider archiving them. One way to archive is to use the File | Archive command, fill in the options in the Archive dialog box, and choose OK. Another easy way is to create a second data file. From the main Outlook window, select File | Open | Outlook Data File if you already have a file to archive to, or File | New | Outlook Data File if you need to create one.

If you're using Outlook 2003, you'll also see a dialog box asking you to choose whether to use the new Outlook format or the format used by Outlook 97 through 2002.) Once the second file is open, drag and drop the folders or files you want to archive to the second file, and, finally, close the file.



Yet another alternative is to use Outlook's auto-archive feature. To set automatic archiving for any given folder, right-click on the folder, choose Properties and then the AutoArchive tab, and set the options to match your needs.

## Create an E-Mail Signature

If you send a few basic messages over and over again, such as a reply to a request for product information, consider saving those responses as signatures that can be inserted into e-mail so that you don't have to retype them.

For a majority of messages, create a default signature that includes your full name, position or title, phone, website, and other contact information. To create signatures in Microsoft Outlook:

1. Tools > Options, click on Mail Format tab.
2. Click on Signatures..., choose New...
3. Type a name for the new signature, enter content for signature and choose Font... and Paragraph... to format the text of the signature.
4. Finish to complete the signature.
5. Under the Mail Format tab, optionally specify your choice for "Signature for new messages" which sets your default signature for every time you create an e-mail message.
6. Choose OK.

## Quick Tips

**Set a reminder to reply to a message** Right-click the message you want to set the reminder for, point to **Follow Up**, and then click **Add Reminder**. In the **Due By** list, click the date when you have to complete the reply. In the second list, click a time. In the **Flag color** list, click the flag color you want, and then click **OK**.

**Add your own words to a follow-up flag for a new message** Click the **Message Flag** button and then type the text you want in the **Flag to** box.

**Send a message to multiple people without revealing other recipients' identities** To send a message to someone without other recipients of the message knowing, use the **Bcc** line in the message. Bcc stands for blind carbon copy. If you add someone's name to the **Bcc** line, a copy of the message is sent to that person, but his or her name is not visible to other recipients.

**Find related messages** To find related messages, right-click the message, and then on the shortcut menu, point to **Find All** and then click **Related Messages**. The **Advanced Find** dialog box appears with a list of related messages.

**Jog your memory with a follow-up flag** Create a follow-up flag as a reminder to follow up on a message. On the **Actions** menu, click **Follow Up** and click the flag color of your choice.

**Save searches that you use often.** On the **Tools** menu, point to **Find** and then click **Advanced Find**. In the **Advanced Find** dialog box, specify your search criteria and click **Save Search** on



the **File** menu. You can share the search results with others by sending the search results file as an attachment in an e-mail message.

**Search for and move items or files to different folders.** On the **Tools** menu, point to **Find** and then click **Advanced Find**. In the **Advanced Find** dialog box, specify your search criteria and click **Find Now**. After the results are displayed in the search results window, move them to the folder of your choice.

**Use a file shortcut instead of an attachment to reduce the size of a message.** Right-click the file and drag it to the **Inbox**. On the shortcut menu, click **Send with Shortcut**.

**Sort messages alphabetically by sender name** To sort, click **Arranged By** and then click **From**. To reverse the alphabetical order, click **From** again. To sort by **Subject** line, click **Subject**. You can sort this way in any table in Outlook.

**Receive notifications when messages you send are delivered or read** On the **Tools** menu, click **Options**, and then click the **Preferences** tab. Click **E-mail Options**, and then click **Tracking Options**.

**Verify that the message is authentic** If you have security set up, you can verify that a message you receive with a digital signature has not been tampered with. In the message, click the **Verify Digital Signature** button.

**Quickly mark a message as read** Right-click the message and then click **Mark as Read**.

**Make a folder available for online and offline use** Right-click the folder, click **Properties**, and then click the **Synchronization** tab. The folder must be on your network, not on your hard disk.

**Want to move an Inbox item to a folder in the Navigation Pane but can't see the folder?** Drag the item to the top or bottom of the group and pause until the correct folder scrolls into view. Subfolders must be expanded to view them.

**Quickly see the next or previous mail message in a conversation or thread** In a message, click the small arrow next to the **Previous Item** button or **Next Item** button, and then click **Item in Conversation Topic**.

**Quickly print search results from your Inbox** To print a list of your search results from the **Advanced Find** dialog box, press CTRL+P.

**Recall that message!** To recall or replace a sent message, open the message in the Sent Items folder, and on the **Actions** menu, click **Recall This Message**.

**Automatically add a signature or logo to each message you send** On the **Tools** menu, click **Options**, and then click the **Mail Format** tab. If you have more than one account, select the account you want to create the signature for, and then click **Signatures**.



**Show blocked images in an e-mail message** Click the **InfoBar** at the top of the message, and then click **Download Pictures**.

**Keep track of messages that require action** Instead of just using rules to move messages to folders, use rules to assign a category to a message. Then the messages will be arranged in groups in your Inbox.

**See more messages in your Inbox with single-line view** Change from multiline view to single-line view. On the **View** menu, point to **Arrange By**, and then click **Custom**. Click **Other Settings**. Clear the **Use multi-line layout in widths smaller than n characters** check box.

**Quickly test the hyperlink in the message you just wrote** Press CTRL while you click the hyperlink.

**Speed up exporting and archiving items** Make exports and archives of your Outlook mailbox faster by emptying the **Deleted Items** folder first. Right-click the **Deleted Items** folder, and then click **Empty "Deleted Items" Folder**.

**Does your mailbox need a quick cleanup?** On the **Tools** menu, click **Mailbox Cleanup**. Select options to find items that are old or large and then move or delete them. Click **AutoArchive** to move old items to **Archive Folders**, or click **Empty** to permanently delete items from your **Deleted Items** folder.

**Choose which e-mail account to use** If you have multiple e-mail accounts in Outlook, you can choose which to use when sending messages. For example, choose your Hotmail account, and recipients receive the message from that account, complete with your Hotmail return address. In a new message, click **Accounts**, and then click the account you want from the list.

**The mail folder list is just a click away** To quickly view the **Folder List**, click **Folder List**  in the button tray at the bottom of the **Navigation Pane**.

**Delete names from the AutoComplete list** Select the unwanted name by using the UP ARROW or DOWN ARROW key and then press DELETE.

**Keep a Desktop Alert on the desktop** To keep a Desktop Alert visible so that you have more time to read it, pause your insertion point over the alert before it fades from view.

**Want to turn off New Mail Desktop Alerts?** On the **Tools** menu, click **Options**, click the **Preferences** tab, click **E-mail Options**, and then click **Advanced E-mail Options**. Under **When new items arrive in my Inbox**, clear the **Display a New Mail Desktop Alert (default Inbox only)** check box.

**Change in priorities? Quickly change the color of a message's Quick Flag** Locate the flagged message in the message list. Right-click the flag, and then click the flag color that you want on the shortcut menu.



**Quickly read messages without opening them** To see the first three lines of each message in the message list, on the **View** menu, click **AutoPreview**. To see the complete message to the right of the message list, on the **View** menu, point to **Reading Pane**, and then click **Right**.

**Make sending a file through e-mail even easier** You can send a file on your computer through e-mail by right-clicking the file, pointing to **Send To**, and then clicking **Mail Recipient**. Text is automatically added to the body of the message; however, you can delete the text and add your own text by clicking in the message body and pressing CTRL+A.

**Reduce spam by not replying to suspicious e-mail messages** Replying tells a spammer that your e-mail address is valid and probably won't remove you from their mailing list.

**Create a Search Folder quickly from the Find bar** Press CTRL+E to open the **Find** bar, type what you want to find in the **Look for** box, specify which folder to look in by using the **Search In** box, and then click **Find Now**. When the search is complete, click **Options** on the **Find** bar, and then click **Save Search as Search Folder**.

**Find all messages sent by the same person** Right-click a message from that person, and then on the shortcut menu, point to **Find All**. Click **Messages from Sender**. The **Advanced Find** dialog box displays a list of all messages in a folder from that person.

**Get a different view of the way that Outlook groups messages** By default, Outlook groups messages by periods of time such as **Today**, **Yesterday**, and **Last Week**. To collapse a section to see only the group heading, select any message and then press the LEFT ARROW key. The RIGHT ARROW key expands the group.

**Quickly add an attachment to a new message** Locate the file, for example a .doc file in your My Documents folder, and then drag it to your Inbox. Outlook opens a new e-mail message with the file attached. You can also drag multiple files.

**Flag that message fast** Select a message in the message list, and then press INSERT.

**Was an important message sent to the Junk E-mail folder?** If an item gets moved to your **Junk E-mail** folder by mistake, select the message, and then press CTRL+ ALT+J.

**Save multiple attachments at one time** Open the message. On the **File** menu, click **Save Attachments**. Click **OK**, and then click the folder where you want to save the attached files. Click **OK**.


**View all your unread messages in the Inbox** On the **View** menu, point to **Arrange By**, point to **Current View**, and then click **Unread Messages in This Folder**.

**Create a rule from a message** Right-click the message, and then click **Create Rule**. Select the conditions and actions you want to apply, and then click **OK**.



**Start fresh! Clear your address history** To clear your AutoComplete cache, open the C:\Documents and Settings\*user name*\Application Data\Microsoft\Outlook folder, and then delete the *profile\_name.nk2* file. Outlook recreates this file as you type new addresses.

**Check an e-mail alias against the names in your address books** To immediately resolve an e-mail alias in the **To**, **Cc**, or **Bcc** box, press CTRL+K.

**Make a message unavailable to recipients after a specific date** To set the expiration date on a message you are composing, click **Options** . Under **Delivery options**, select the **Expires after** check box, and then in the lists, select the date and time you want the message to expire.

**Save a message thread in a text file** Select the messages by pressing CTRL and clicking the messages you want. On the **File** menu, click **Save As**. Your messages are saved to a .txt file. Only message headers (To, From, Sent, and Subject) and body text are saved; attachments and HTML formatting are not included in the text file.

**Open several messages at the same time** Hold CTRL while you click each message. After you select the messages, on the **File** menu, point to **Open**, and then click **Selected Items**.

## Calendar tips

**Automatically add holidays to your Calendar** On the **Tools** menu, click **Options**, click **Calendar Options**, and then click **Add Holidays**.

**Quickly display several days side by side in Calendar** In the date picker, drag over the dates that you want to view.

**Contact meeting attendees with a reminder or other message** Open the original meeting request, click the **Actions** menu, and then click **New Message to Attendees**.

**Show Saturday and Sunday in separate boxes in your monthly calendar** To show weekend days in separate boxes in the **Month** view, right-click anywhere in **Calendar** view, and then click **Other Settings**. Clear the **Compress weekend days** check box.

**Change your time zone** To quickly change the time zone in your calendar, change your calendar view to **Day** or **Work Week**, right-click the time bar, and then click **Change Time Zone**.

**Need to schedule a meeting with someone in another time zone?** Just add the time zone to Outlook. On the **Tools** menu, click **Options**, and then click the **Preferences** tab. Click **Calendar Options**, click **Time Zone**, and then select the **Show an additional time zone** check box. Click the time zone you want in the **Time zone** list.



**Abbreviate when entering meeting times** When you enter appointments in the Calendar, you can save time by typing abbreviations and allowing Outlook to fill in the rest. For example, if you want to enter a 6:00 P.M. meeting, open a new meeting request and then type **600p**. You can also use phrases such as "tomorrow" or "next Monday," and Outlook automatically inserts the correct date.

**Quickly create an appointment in Calendar** Click the day, drag over the block of time when the appointment occurs, and then type a description.

**Quickly switch to viewing by month in Calendar** Click in **Calendar**, and then press ALT+EQUAL SIGN.

**To set an appointment to repeat, designate it as recurring** In the appointment, click the **Actions** menu, and then click **Recurrence**.

**Use your e-mail signature for meeting requests** On the **Insert** menu, click **Signature** and then click the signature that you want to use.

**Let Outlook find a meeting time when all attendees are available** On the **Scheduling** tab, type the names of the attendees in the **All Attendees** list, and then click **AutoPick Next**.

**Quickly see when conference rooms in your building are available** On the **Scheduling** tab of a new meeting request, add all rooms as resources to the **All Attendees** list. After you find a conference room that is available, delete the others.

**Quickly create an all-day event in Calendar** Click the day heading that you want, and then type the name of the event. If the event lasts several days, click the first day heading, drag across all days, and then type the event name.

**Quickly switch between viewing a day, week, or month in Calendar** Click the day, click to the left of the week row, or click the day of the week heading.

**Quickly move an appointment** Drag it to a new date or time in your **Calendar** or in the date picker.

**Change the subject of a meeting or appointment** In **Calendar**, click the meeting and then type the new subject.

**Change the time periods in the Calendar grid** You can change the default setting for 30-minute time slots to 5-, 6-, 10-, 15-, or 60-minute time slots. Right-click the **Calendar**, click **Other Settings**, and then click the number you want from the **Time Scale** list.

**Need consensus on a meeting time? Let invitees propose new meeting times** On the **Tools** menu, click **Options**. Click **Preferences** and then click **Calendar options**. In the **Calendar options** section, select the **Allow attendees to propose new meeting times for meetings you organize** check box.



**Change the number of days shown in Calendar** In **Calendar** view, press ALT+*number*, where *number* represents the number of days to show in the view between 1 and 9. Use 0 for a 10-day view.

**Manage multiple Calendars? Create a group to store Calendar shortcuts** At the bottom of the **Navigation Pane**, click the **Shortcuts** button to display the **Shortcuts** pane, and then click **Add New Group**.

**Track all attendees even if you can't send them a meeting request** On the **Scheduling** tab, in the **All Attendees** list, click the envelope next to the name, and then click **Don't send meeting to this attendee**.

**Quickly change an appointment into an all-day event** In the **Calendar**, in **Day** view, drag the appointment to the day heading.

**Quickly turn an appointment into a meeting** Open a new appointment, and on the toolbar, click **Invite Attendees**. Type attendees' names in the **To** box.

**Attach an agenda or meeting minutes to a meeting request** If the agenda or minutes are in a file, you can attach the file to a meeting request. In the meeting request, on the **Insert** menu, click **File**, and then locate the file you want to attach.

**Quickly share meeting notes with attendees** Open the meeting request in **Calendar**, add the notes, save it, and then drag the item to your Inbox. Drag the meeting attendees' names from the body of the message to the **To** box, and then send the message.

**Quickly create a meeting request from a meeting agenda** Drag the file that contains the agenda to the **Calendar** button in the **Navigation Pane**, and then complete the meeting request.

**Remove a name fast from Other Calendars** To remove a name from the **Other Calendars** list, right-click the name, and then click **Remove from Other Calendars**.

**Change the time interval of a reminder to give you more time to prepare** On the **Tools** menu, click **Options**. Click **Preferences**, and then, under **Calendar**, you can choose a reminder to alert you from minutes to weeks ahead of time.

**Want to see your Calendar while you're looking at the Inbox?** In the **Navigation Pane**, right-click the **Calendar** button, and then click **Open in New Window** on the shortcut menu.

**Automatically open someone else's Inbox or Calendar** If you have permission, you can have Outlook automatically open another person's Inbox or Calendar when you start Outlook. Just leave the other person's folder open when you exit Outlook.

**Quickly copy an appointment in your Calendar** Hold down CTRL and drag the appointment to a new time or date.



**Avoid meeting request responses** If you're sending a meeting request to a large group and don't need or want responses, in the open new meeting request, on the **Actions** menu, click **Request Responses**. Specify your meeting information, and then send the meeting request.

## Contacts tips

**Quickly dial a phone number for a contact** Right-click the contact, and then on the shortcut menu, click **Call Contact**.

**Add a new contact from an e-mail message** Open the message. In the **From** field, right-click the name you want to make into a contact. On the shortcut menu, click **Add to Outlook Contacts**.

**Create a task related to a contact** Click the contact, click the **Actions** menu, and then click **New Task for Contact**.

**Are there phone numbers that you have Outlook call frequently?** Add them to a speed dial list. On the **Actions** menu, point to **Call Contact**, click **New Call** and then click **Dialing Options**.

**Quickly move through contact address cards with the arrow keys** Press HOME to move to the first card. Press END to move to the last card. Use the arrow keys to move up, down, and across the columns.

**Create a contact card from a message** Drag the message to the **Contacts** button in the **Navigation Pane**, and then fill in the rest of the information for the contact.

**Send a message fast to a contact** Click the contact and then on the **Actions** menu, click **New Message to Contact**.

**Quickly change the number of columns of contacts in your Contacts list** Just drag one of the vertical dividers that separate the columns.

**Quickly schedule a meeting with a contact** Click the contact and then on the **Actions** menu, click **New Meeting Request to Contact**.

**Remove a name fast from Other Contacts** To remove a name from the **Other Contacts** list, right-click the name and then click **Remove from Other Contacts**.

## Notes tips

**Send that note fast!** Click the note icon in the upper-left corner of the open note and then click **Forward**.

**Quickly create a note from text in another program** Select the text and drag it onto the **Notes** button in the **Navigation Pane**.



**Make your notes more eye-catching** Change the color of an Outlook note by right-clicking the note icon in the **Notes** pane, pointing to **Color**, and then clicking a new color.

**Assign a note to a category** Click the note icon in the upper-left corner of the open note, and then click **Categories**.

## Tasks tips

**Quickly mark a task complete** Right-click the task and then click **Mark Complete** on the shortcut menu.

**Quickly assign a task** Right-click the task, and then on the shortcut menu, click **Assign Task** and type a name in the **To** box.

**Remove a name fast from Other Tasks list** To remove a name from the **Other Tasks** list, right-click the name, and then click **Remove from Other Tasks**.

**Change the order of tasks in a task list** In the **Task** pane, when tasks aren't grouped or sorted, just drag the tasks up or down in the task list.

**Quickly create a task from a file containing details about the task** Drag the file to the **Tasks** button in the **Navigation Pane**. A new task opens with the file attached. Fill in the rest of the information about the task, and then click **Save and Close**.

**Quickly send a new message about a task** Drag the task to the **Mail** button in the **Navigation Pane**. This creates a new message with the task name as the subject and the task details in the body of the message.

## Journal tips

**Try the quick way to open Journal entries** To open the item, document, or contact in a Journal entry, double-click the icon in the Journal entry.

**Quickly record any file in Journal** Drag the file from **My Computer** to **Journal** view in the **Navigation Pane**.

**Quickly record any item in Journal** Drag the item to **Journal** view in the **Navigation Pane**.

**Quickly go to another date in Journal** Click the date heading at the top of the timeline, and then click the month and day that you want to view.

## Customization tips

**Start Outlook in a folder other than Inbox** On the **Tools** menu, click **Options**, and then click the **Other** tab. In the **Advanced Options** dialog box, set the startup folder that you want.



**Do you travel between time zones?** Add a second time zone and switch between time zones for all Windows-based programs. Click **Swap Time Zones** in the **Time Zone** dialog box (**Tools** menu, **Options** dialog box, **Calendar Options** dialog box).

**Quickly change the time zone for all Windows-based programs** Right-click the space at the top of the time bar when you view days in **Calendar**, and then click **Change Time Zone** on the shortcut menu.

**Reuse custom views** If you change a view by adding columns or changing the format and want to save it for reuse, type a new view name in the **Current View** box on the **Advanced** toolbar, and then press ENTER.

**Quickly add contact information that isn't represented by existing fields** To add custom fields, in the contact, on the **All Fields** tab, click **New** and then specify the field's name, type, and format.

**Quickly create a contact with the same company name and address as another contact** Select the existing contact in your **Contacts** list, and then on the **Actions** menu, click **New Contact from Same Company**.


**See details about the view you are using** For details such as which fields are in place and if the view is filtered or sorted, right-click the table header and then click **Customize Current View**.

**Missing some items? Adjust your view filter settings** Items that don't match the filter settings won't appear. To remove the filter, on the **View** menu, point to **Arrange By**, point to **Current View**, and then click **Customize Current View**. Click **Filter**, and then click **Clear All**.

**Want a custom view of your information, sorted or filtered in a different way?** On the **View** menu, point to **Arrange By**, point to **Current View**, and then click **Define Views**.

**Customize the names of the voting buttons** On the **View** menu in the message, click **Options**. In the **Use voting buttons** box, type the names you want on the buttons, separated by semicolons.


**Save time when you change print styles** If you frequently change a print style before printing, create a custom print style instead. On the **File** menu, point to **Page Setup**, and then click **Define Print Styles**.

**Customize the buttons in the Navigation Pane for one-touch access** To add or remove buttons that appear in the button tray at the bottom of the Navigation Pane, click **Configure buttons** , click **Add or remove buttons**, and then click the button you want.

**Customize the name of a duplicate .pst file to avoid confusion** You can change the name of the Outlook data file (.pst) that appears in the **Navigation Pane** from **Personal Folders** to something more identifiable. Right-click **Personal Folders**, click **Properties**, click **Advanced**, and then type a new name in the **Name** box.



**Customize how Outlook archives items** On the **Tools** menu, click **Options**, click the **Other** tab, and then click **AutoArchive**.

**Change the size of the buttons at the bottom of the Navigation Pane** You can make the large buttons in the **Navigation Pane** smaller by dragging the splitter bar  down toward the bottom of the **Navigation Pane**. The large buttons turn into small buttons in the button tray.

**Move Desktop Alerts to a different monitor** If your desktop spans more than one monitor, you can make Desktop Alerts appear on any monitor you use. When an alert appears, rest the pointer over it and then drag it to the part of your desktop that is displayed on the monitor where you want to view the alert.

**Turn off New Mail Desktop Alerts** Right-click the Outlook icon in the Microsoft Windows notification area. To clear the check mark, click **Show New Mail Desktop Alert**.

**Access any Outlook folder from your Windows desktop** Create a shortcut to an Outlook folder on the Windows desktop by dragging the folder from Outlook to your Windows desktop. Make sure you press CTRL before you release the mouse button. When you double-click the new shortcut, Outlook will open to that folder.

**Make New Mail Desktop Alerts less visible** You can change the transparency level and duration of the New Mail Desktop Alerts. On the **Tools** menu, click **Options**. On the **Preferences** tab, click **E-mail Options** and then click **Advanced E-mail Options**. Click **Desktop Alert Settings**. Change the duration and transparency levels to the settings you want.

**Shade group headings** When you turn on shaded group headings, it makes it easier to distinguish the different groups, such as Yesterday and Last Week. In **Mail**, on the **View** menu, point to **Arrange By**, click **Custom**, click **Other Settings**, and then select the **Shade group headings** check box. Click **OK** twice.

**Display folders at the top of the mail folders view** To group a set of folders at the top of the mail folders list view in the **Navigation Pane**, precede each folder name with the underscore ( \_ ) symbol.

**Alphabetize the order of the mail folders in the Navigation Pane** By moving the folders that you want up to the **Favorite Folders** pane, you can place them in any order that you want. To move a folder up to the **Favorite Folders** pane, just drag it there.

**Shrink the Favorite Folders pane** Remove all the folders in the pane, making it smaller and allowing the **All Mail Folders** list to move up in the **Navigation Pane**. To remove a folder in the **Favorite Folders** pane, right-click the folder and then click **Remove from Favorite Folders**.

**Quickly remove a column from the view** Drag the column title away from the column heading row until an X appears, and then release the mouse button.



**Try the quick way to print an item** Right-click the item, and then click **Print** on the shortcut menu.

**Quickly attach a file to a message, task, appointment, meeting request, journal entry, or contact** Open the item, and then on the **Insert** menu, click **File**. Locate the file you want to attach.

**Access your newsgroups from Outlook 2003** To access the newsreader from Outlook, on the **View** menu, click **Toolbars**, and then click **Customize**. Under **Categories**, click **Go**, and then under **Commands**, click **News** and drag it to one of your toolbars.

**Quickly assign tasks, contacts, or appointments to categories** On the **Advanced** toolbar, in the **Current View** list, click **By Category**, and then drag each item to one or more categories.

**Set up automatic archiving for your Outlook folders** Outlook can automatically archive old items by moving them to another file or deleting them. To set up archiving, right-click a folder, point to **Properties** and then click the **AutoArchive** tab for archiving options.

**Not sure where your archive folder is?** To see where your archive folder is stored, right-click the **Archive Folders** folder in your **Folder List**. Click **Properties for Archive Folders**. Click **Advanced**, and then look at the **File name** box.

**Create a document, worksheet, or presentation** If you have other Microsoft Office programs installed, you can quickly create a new Microsoft Word document, Microsoft Excel worksheet, or Microsoft PowerPoint presentation by pressing CTRL+SHIFT+H.

**Hide Outlook when minimized** You can make the Outlook icon appear only in the Windows notification area when you minimize Outlook. While Outlook is running, right-click the Outlook icon in the notification area, and then click **Hide when minimized**.

**See where Outlook stores your Mail, Calendar, and Contacts data** On the **Tools** menu, click **Options**. Click the **Mail Setup** tab, and then click **Data files**. Folder locations are listed in the **Outlook Data files** dialog box. Select a data file, and then click **Open Folder**.

**Check your spelling in Outlook** On the **Tools** menu, click **Options**. Click **Preferences**, and then on the **Spelling** tab, select options to allow Outlook to correct your spelling, including creating a custom dictionary of frequently used terms and choosing a dictionary in another language to check your spelling.