

# UNIT 3

## Outlook 2003: Time and Resource Management

### Unit Contents:

#### LESSON 1:

Communicating with Others

#### LESSON 2:

Scheduling

#### LESSON 3:

Organizing



### Why It Matters

◀ See TM5 for an overview of unit level resources.

**Why It Matters** Students may mention keeping track of school assignments, friends' phone numbers, job schedules, meetings, sports practices.



[iCheck.glencoe.com](http://iCheck.glencoe.com)

**Be Organized** Do you know anyone who is always late or always forgets things? Maybe you are always on time and remember every detail. Most of us fall somewhere in the middle. With Outlook you can manage your time and resources more efficiently. *How can staying organized make your life easier?*



**PowerUp Activity** See the **Online Learning Center** at [iCheck.glencoe.com](http://iCheck.glencoe.com). Click **Unit 3** to learn more about time-management tools.

Outlook 305

## UNIT

## 3

## Career Facts

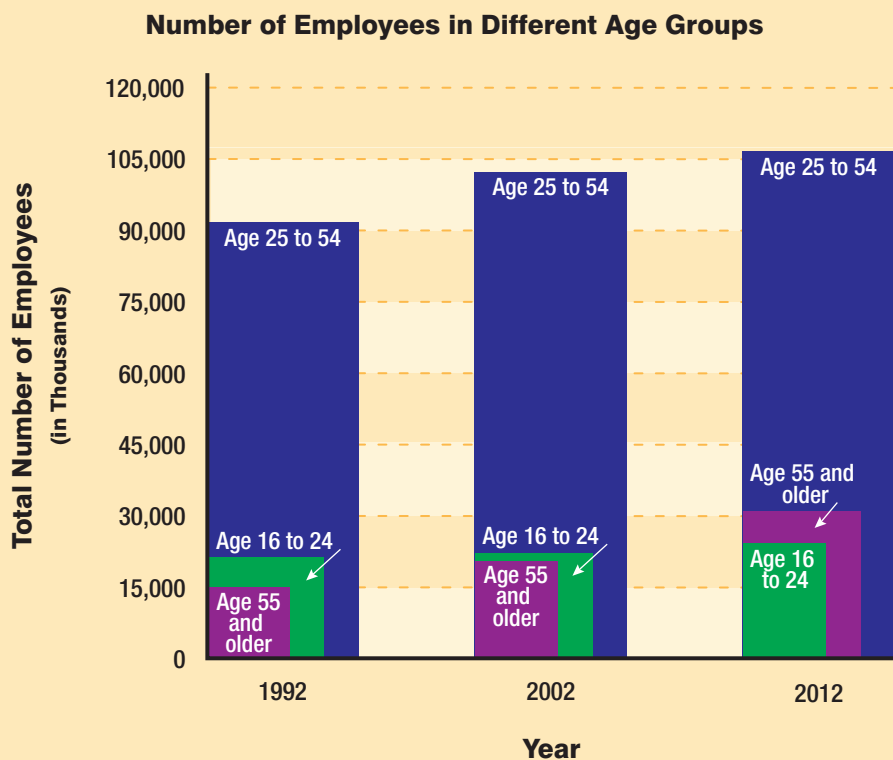

**Data Bytes**

▪ Extensive information about employment trends is maintained by the U.S. Labor Department's Bureau of Labor Statistics and can be viewed online at its Web site, [www.bls.gov](http://www.bls.gov).

▪ Computer and data processing services are among the industries with the fastest wage and salary employment growth.

As the work world becomes increasingly diverse, it is important to learn how to work well with people from different backgrounds and age groups.

### Employee Age Groups



Source: <http://www.bls.gov/>



### FACT CHECK

- 1 **Interpret** Which age group has the most employees?
- 2 **Calculate** Which age group has seen the biggest increase since 1992?
- 3 **Explain** Why do you think the number of employees age 55 and older is increasing?

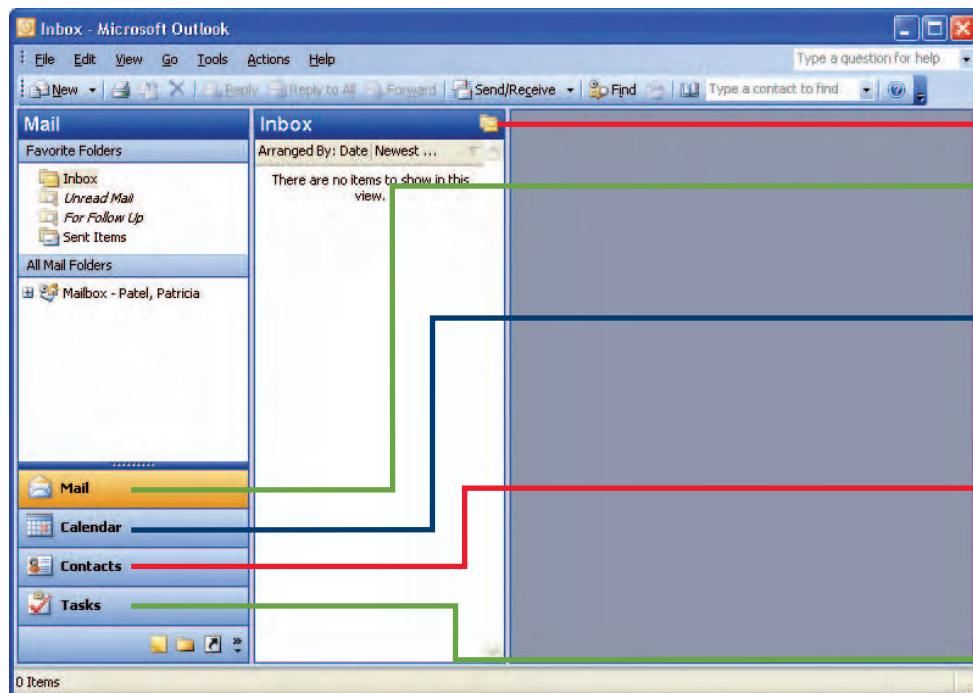
◀ See TM63 for answers to Fact Check.

## UNIT

## 3

## Before You Begin

Before you begin the unit on time and resource management, you should understand these basic terms and concepts.



## Terms:

**Inbox**—the location of incoming e-mail messages.

**Mail**—the Outlook component that allows you to send and receive e-mail messages.

**Calendar**—the Outlook component that allows you to schedule appointments, meetings, and other activities.

**Contacts**—the Outlook component that stores information about people and businesses.

**Tasks**—the Outlook component that organizes items that need to be completed.

**Notes**—the Outlook component that allows you to record thoughts, ideas, or reminders quickly.

**Folder**—a container for e-mail messages and other items. Used just like a folder in a filing cabinet.

**Outbox**—the location of outgoing e-mail messages before they are sent.



## QUICK CHECK

- 1 **Restate** Describe the four major parts of Outlook: Mail, Calendar, Contacts, and Tasks.
- 2 **Relate** Select five of the terms in the Terms list and relate them to physical things you could use to accomplish the same task. (For example, a folder is like a folder in a filing cabinet.)
- 3 **Evaluate** Which part of Outlook would you use to keep track of important dates?

◀ See TM63 for answers to Quick Check.

**Differentiated Instruction** You may want to take English Learner students to the computer to demonstrate some of the terms on this page to ensure their understanding.

## LESSON

## 1

## Communicating with Others

## You Will Learn To:

- Compose a new message
- Set importance, sensitivity, format, and delivery options
- Insert attachments and create signatures
- Receive, read, reply, and forward e-mail
- Create and modify contact information
- Create and reply to an Instant Message

## Standards

The following standards are covered in this lesson. Refer to pages xxiv and 491 for a description of the standards listed here.

## ISTE Standards Correlation

NETS•S	Performance Indicator
3, 4	5, 7, 10

## Microsoft Office Specialist Correlation

## OL03S

1-1, 1-2, 1-3, 1-4,  
1-5, 3-5, 3-9



## Study Skill

**Test Yourself** Think of a few questions you may be asked before taking a test. Practice writing the answers to sample questions. Focus on key points and important details.

Good communication is essential for success in your relationships, both personal and professional. The pace of a company can be so fast that sometimes e-mail is the best way to communicate. By writing professional e-mails and by using Outlook to its best advantage, you can keep the lines of your business communication flowing smoothly and build strong professional relationships.

◀ See page TM65 for answer to 21st Century Skills.

## 21st CENTURY SKILLS

**Be Punctual** Do you know somebody who always seems to arrive late? Does this behavior annoy you, especially when you make an effort to arrive at appointments on time? Whether arriving to work, leaving for a flight, or answering an e-mail, being punctual, or on time, is essential in the business world. While delays are sometimes unavoidable, being late as a habit makes you less efficient, and it also wastes your coworkers' time. *What methods can you use to make sure you are on time?*



## LESSON

## 1

## Key Terms

Knowing these terms will help you complete the exercises in this lesson.  
Use this chart as a study guide when you review the lesson.

See TM36 for English  
Learner activity  
suggestions.

Key Term	Definition	Page Number
<b>Attachment</b>	Any type of file that is sent with an e-mail message.	314
<b>Contact</b>	A person you save information about, such as address, e-mail, or phone numbers.	324
<b>Delivery options</b>	E-mail options that let you set the delivery time of a message or choose to have a message automatically sent to another person.	315
<b>Forward</b>	To send an e-mail message you have received to another person.	322
<b>HTML</b>	Hypertext Markup Language. An e-mail message format that allows you to format the text similar to a Web page. This is the default format for Outlook messages.	327
<b>Importance</b>	An e-mail tag indicating the urgency of a message (High, Normal, or Low).	315
<b>Inbox pane</b>	The area of the Outlook screen that allows you to read your e-mail messages without double-clicking them.	311
<b>Instant Message</b>	An electronic message that appears on the recipient's screen in real time.	328
<b>MSN Messenger</b>	A service that allows you to send and receive Instant Messages.	328
<b>Navigation pane</b>	The part of the screen that allows you to select from the four most common Outlook views.	311
<b>Plain Text</b>	An e-mail message format that does not allow you to format the text.	327
<b>Reading pane</b>	The part of the screen that allows you to see the entire contents of a selected message.	311
<b>Rich Text</b>	A message format that allows you to format the text.	327
<b>Sensitivity</b>	An e-mail tag that indicates that a message is Normal, Personal, Private, or Confidential.	315
<b>Signature</b>	Information (name, phone, etc.) about yourself that is displayed at the bottom of an e-mail message.	317
<b>Smart Tag</b>	A label that appears next to names and other text that allows you to perform common actions, such as sending an Instant Message.	328

## LESSON

## 1

## Key Concepts

One of the most basic skills that employees in today's work force need to know is how to use e-mail. E-mail has become an important tool for communication.

### Communicating with E-mail

E-mail is especially important because of its speed and the number of copies that can be sent at the same time. A document can be sent almost instantly via e-mail. E-mail applications were originally created to allow users to send messages. However, they now also provide tools to help users organize their time and manage their work day. Not only has e-mail become standard in the work place, but people also use it to communicate in their personal lives. In this lesson, you will learn the basics of the e-mail application Microsoft Outlook 2003.

### Using Outlook to Send Messages

In this lesson, you will learn the ins and outs of sending messages. This includes learning to create and send a message, replying to messages, and forwarding a message that you have received to another person. You will also learn more advanced features such as saving a message that you do not want to send immediately, printing messages, and selecting an appropriate format for a message so that the recipient can easily view it. You will also learn how to send documents by attaching them to a message.

### Learning Outlook Basics

In addition to learning about sending messages, you will learn some of Outlook's basic features. You will review the Outlook screen and the different features it offers. One of the features you will focus on is Outlook Contacts. Outlook allows users to save contact information so that they can easily find friends' and colleagues' e-mail addresses. You can even include addresses and phone numbers in Contacts, enabling you to store your address book in Outlook.

### Instant Messaging

In addition to learning how to send e-mail messages, you will learn how to set up and sign onto Windows Messenger. Instant messaging is even faster than e-mail—it allows you to type live messages with friends and colleagues. You will learn how to send and receive instant messages, attach documents to an instant message, and create an instant message contacts list.

**Universal Access** A TechSIM™ Interactive Tutorial about using e-mail is available at the Online Learning Center at [iCheck.glencoe.com](http://iCheck.glencoe.com). Tutorials are also available on the TechSIM™ CD for installation on workstations or networks.

#### Reading Skill

**Two-Column Notes** Two-column notes are a useful way to organize and create notes as you read. Divide a piece of paper into two columns. In the left column, write down main ideas. They can be written as a word, phrase, or question. In the right column, write down supporting details. Use short phrases rather than sentences.

## Step-By-Step

- 1 To launch Outlook, choose **Start>Programs>Microsoft Office®>Microsoft Office Outlook 2003**.
- 2 **iCHECK** Your screen should look similar to Figure 1.1.
- 3 Locate the **Navigation** pane. The pane is set to **Mail**.
- 4 Locate the **Inbox** pane. This pane displays e-mails you have received.
- 5 Locate the **Reading** pane. View entire messages here.
- 6 Locate the **Standard** toolbar. Use this toolbar to create and manage your messages.
- 7 Locate the **menu bar**. Continue to the next exercise.

**EL** Have a fluent English speaker review key terms with EL students and explain any terms they do not understand.

**Teaching Tip** Be sure students' screens are consistent for upcoming exercises. If screens are not consistent, choose **Tools>Options>Mail Format**. Under **Message Format**, only the top box should be checked.

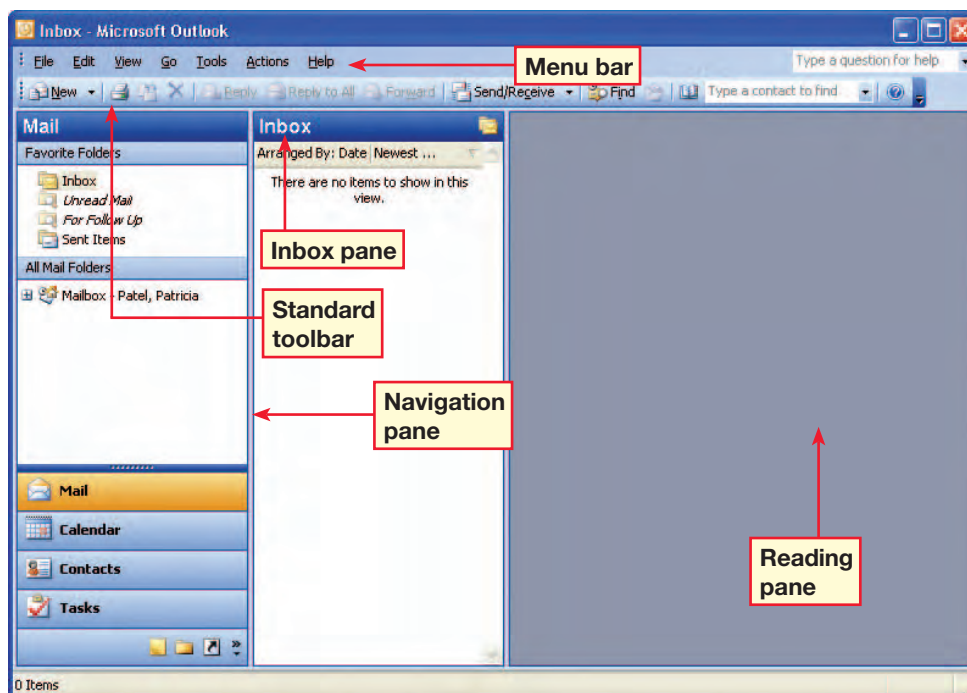
**Troubleshooting** Please note that, if this is the first time Outlook has been opened, the user will have to go through a configuration process.

### Lesson 1: Exercise 1-1

## EXERCISE 1-1: The Outlook Screen

Getting to know the parts of the screen makes it easier to work in Outlook. In the **Navigation pane**, you can select Mail, Calendar, Contacts, or Tasks. In the **Inbox pane**, you can read e-mail messages quickly without opening each one. The **Reading pane** allows you to see the entire contents of a selected message. The menu bar and the Standard toolbar provide valuable tools for composing and editing messages.


FIGURE 1.1 The Outlook screen




### You Should Know

If this is not a new installation of Outlook, messages may already appear in the **Inbox** and **Reading** panes.

### Troubleshooter

If you click **Print**  on the tool bar, the **Print** dialog box will not open. The item will print with default settings.

## Step-By-Step

- 1 In Outlook, on the **Standard** toolbar, click **New Mail Message** .
- 2 **CHECK** Your screen should look like Figure 1.2.
- 3 In the **To** box, key the e-mail address of a classmate assigned by your teacher.
- 4 In the **Subject** box, key: *Animal Adoption Newsletter*.
- 5 In the body, key the message shown in Figure 1.3.
- 6 **CHECK** Your screen should look like Figure 1.3. Continue to the next exercise.

### Troubleshooter

If your e-mail does not reach its recipient, or goes to the wrong person, that means Outlook is checking names and you are accepting the addresses with the green wavy underlines without verifying them.

**Different Strokes** Let students know that they can also press **Ctrl + N** to create a new mail message.

**Teaching Tip** The e-mail addresses shown throughout this lesson are for reference only. Pair students to send e-mail to each other.

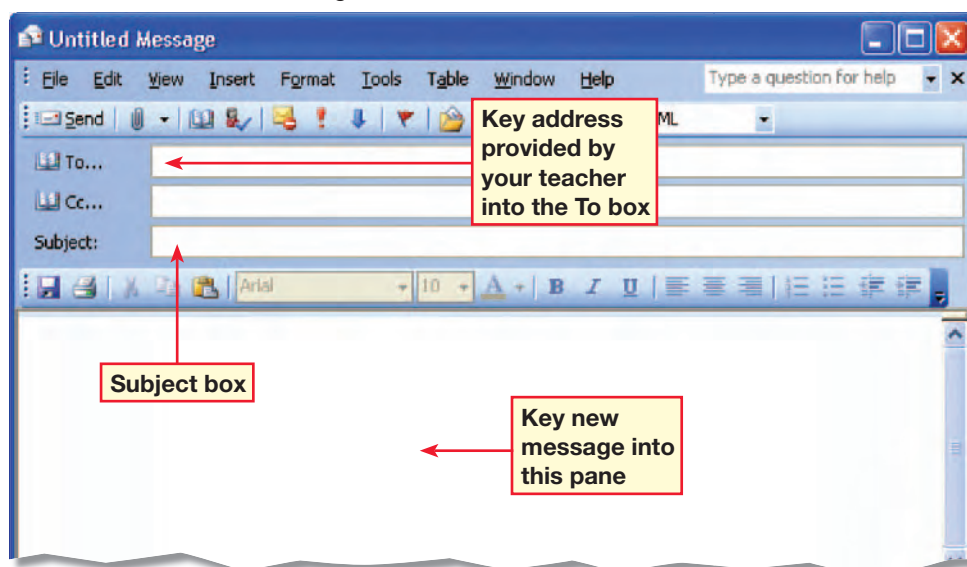
**Lesson 1:** Exercise 1-2

## EXERCISE 1-2: Compose a New Message

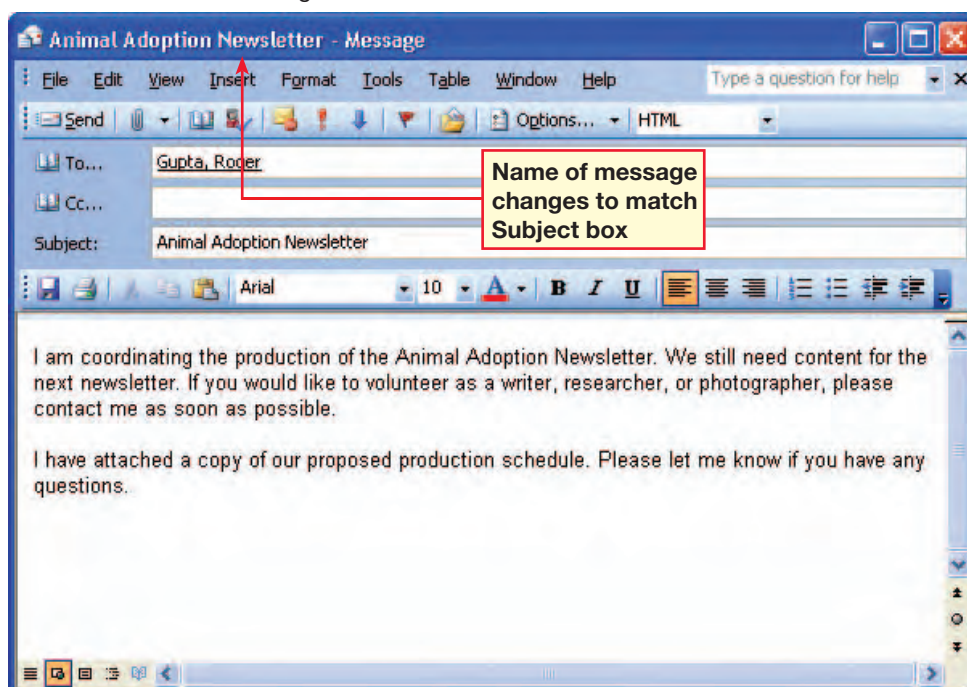


There are three steps to composing a new e-mail message. First, write the address where you are sending the message. Second, include a subject that tells the recipient what your message is about. Third, write your message in the e-mail's body.

**FIGURE 1.2** Untitled Message box




**FIGURE 1.3** New message





## Step-By-Step

- 1 In your open e-mail, click **Close** .
- 2 In the dialog box, click **Yes** to save your draft.
- 3 In the Navigation pane, click **Mail**. Under **Mail Folders**, click **Drafts**.
- 4 **CHECK** Your screen should look like Figure 1.4.
- 5 Double-click the saved draft to open the message. Choose **File > Save As**.
- 6 In the **Save As** dialog box, in the **File name** box, key: **Animal1-[your first initial and last name]**. (For example, Animal1-ppatel).
- 7 In the **Save in** box, browse to the location provided by your teacher (see Figure 1.5).
- 8 Click **Save**.
- 9 Continue to the next exercise.

**Step-By-Step Tip** In Step 1, make sure students click **Close** and not **Close Window**.

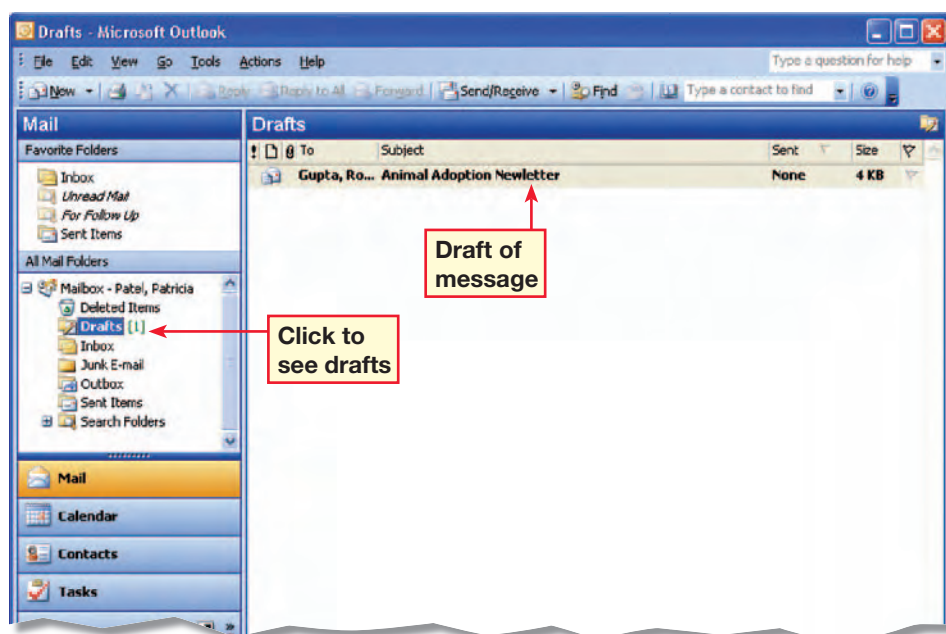
**Teaching Tip** When assigning e-mail addresses, you may wish to note that students reply to the e-mail created here in Exercise 1-9.

## EXERCISE 1-3: Save an E-mail

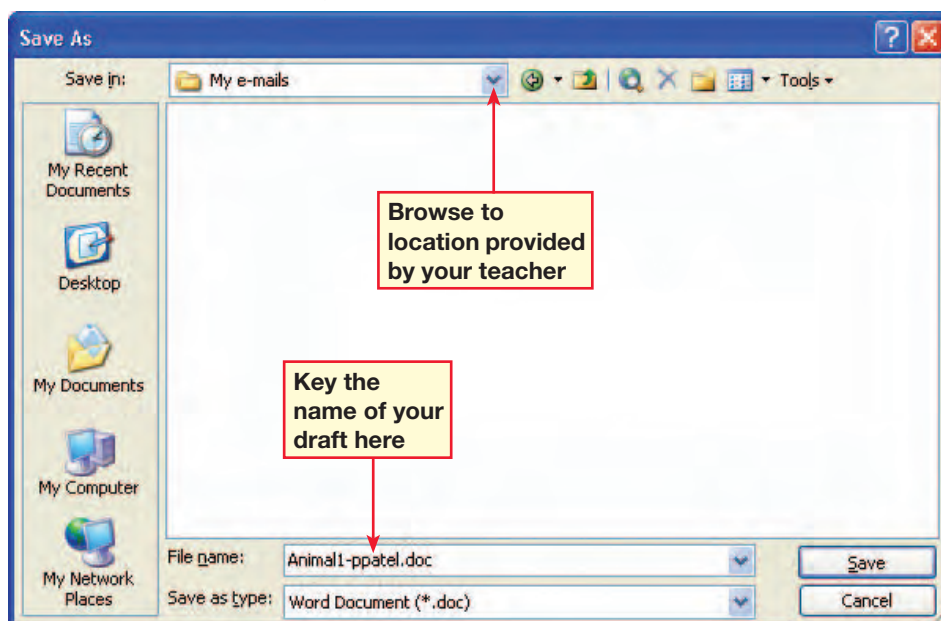


There may be times when you have to leave an e-mail message you are creating and come back to it later. Outlook allows you to save a draft of an e-mail that you are composing. You can also save copies of e-mails that you have completed.

**FIGURE 1.4** E-mail saved as a draft



**FIGURE 1.5** Save As dialog box



## Step-By-Step

- 1 In your **Animal1** e-mail, click the **Insert File**  drop-down arrow (see Figure 1.6).
- 2 In the drop-down list, click **File**.
- 3 In the **Insert File** dialog box, ask your teacher where to locate the data file **Animal.doc** in the **Look in** box.
- 4 Click **Animal.doc**. Click **Insert**.
- 5 **CHECK** Your screen should look like Figure 1.7.
- 6 Click **Save** .
- 7 Continue to the next exercise.

### Tips and Tricks

You can also attach a file by dragging the file into the message.

### Tech Tip

To remove an attachment, right click on the attachment and click **Remove** on the shortcuts menu.

**Teaching Tip** Explain to students that large attachments (such as pictures) can take a long time to download.

Lesson 1: Exercise 1-4

## EXERCISE 1-4: Insert an Attachment



An **attachment** is a file that you send along with a message. An attachment can be a text document, a photo, a music file, or any other type of file. You can use attachments to provide additional information with your message, or to exchange files via e-mail.

FIGURE 1.6 Insert File button

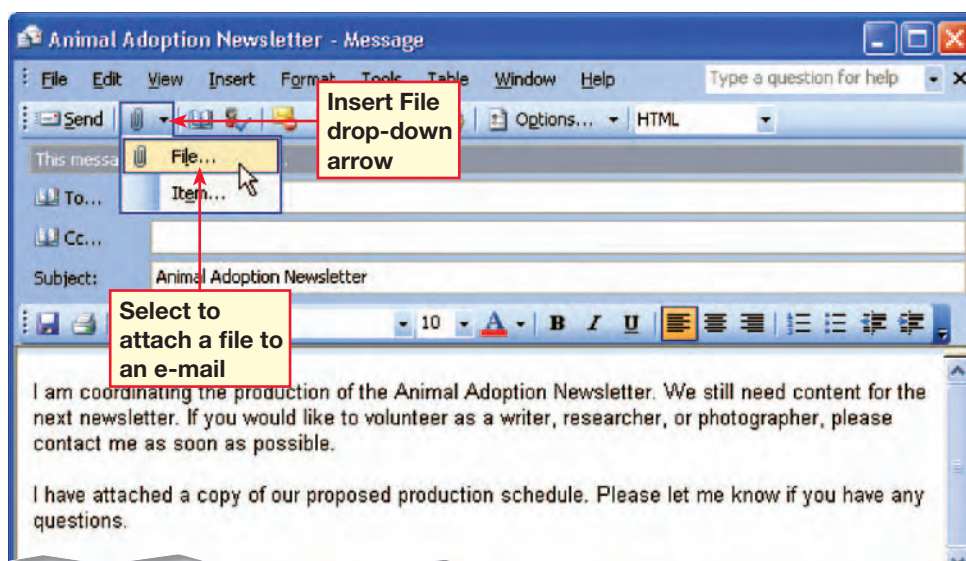
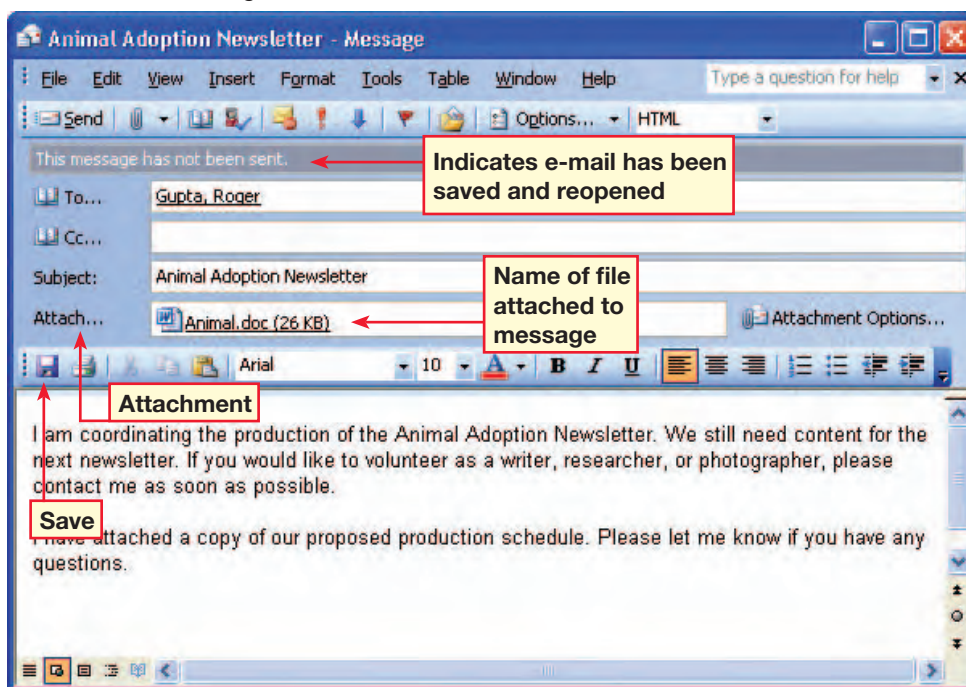




FIGURE 1.7 Message with file attached



## Step-By-Step

- 1 In your **Animal1** e-mail, on the **E-mail toolbar**, click **Options** .
- 2 In the **Message Options** dialog box, under **Message Settings**, click the **Importance** drop-down arrow. Click **Low**.
- 3 Click the **Sensitivity** drop-down arrow. Click **Confidential**.
- 4 Under **Delivery options**, make sure the **Attachment format** is set to **Default**.
- 5 **CHECK** Your dialog box should look like Figure 1.8.
- 6 Click **Close**.
- 7 On the toolbar, click **Importance: High** .
- 8 **CHECK** Your screen should look like Figure 1.9.
- 9 Save your file.
- 10 Continue to the next exercise.

### You Should Know

The person receiving a message will see the options that you set in a gray bar at the top of the message.

## EXERCISE 1-5: Set Message Options



You can use Outlook's **Importance** settings to tell the person receiving the message whether the message has a high or low priority. Use the **Sensitivity** settings to indicate that a message is personal, private, or confidential. Outlook's **Delivery options** allow you to set the delivery time of a message, or to have a message automatically sent to another person.

FIGURE 1.8 Message Options dialog box

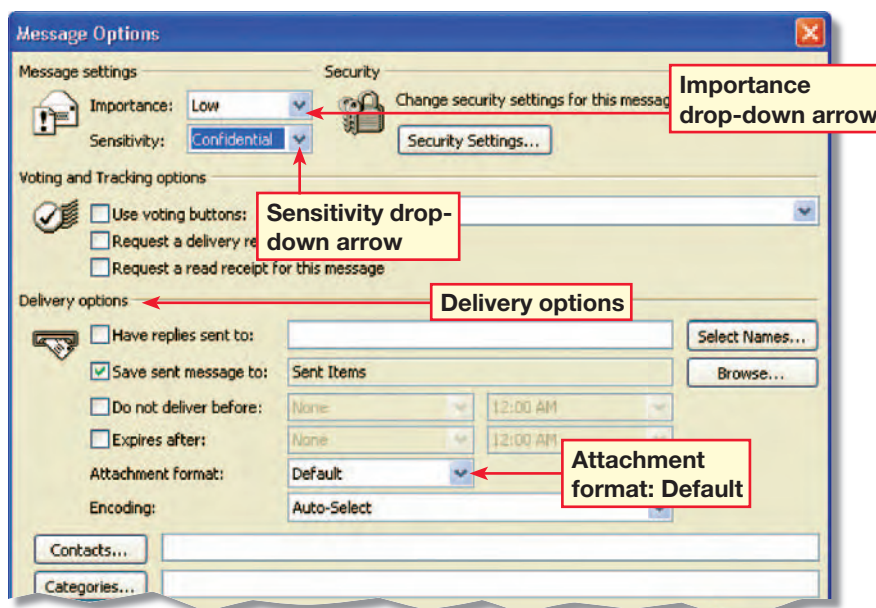
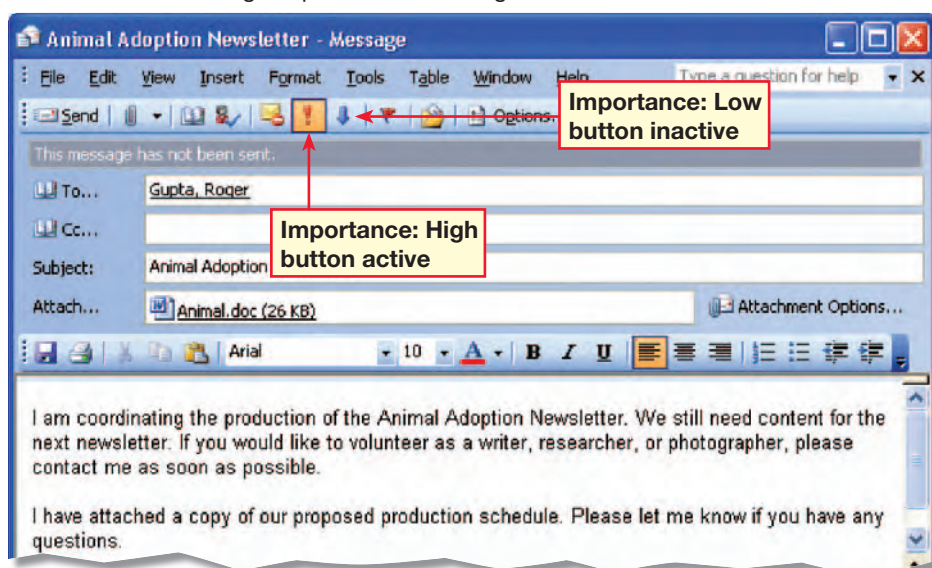


FIGURE 1.9 Message importance set to High



## Step-By-Step

- 1 In your **Animal1** e-mail, choose **File>Print Preview**.
- 2 **CHECK** Your screen should look like Figure 1.10.
- 3 Click **Close Preview**. Choose **File>Print**.
- 4 In the **Print** dialog box, under **Printer**, ask your teacher which printer to select in the **Name** box.
- 5 Under **Page range**, make sure **All** is selected. Under **Copies**, make sure **Number of copies** is **1**.
- 6 With your teacher's permission, click **Print**. Click **OK**.
- 7 In the e-mail, click **Send**.
- 8 In the **Navigation** pane, under **All Mail Folders**, click **Sent Items**.
- 9 **CHECK** Your screen should look like Figure 1.11.
- 10 Continue to the next exercise.

**Teaching Tip** Tell students that they will see different **Print** style options when they print calendars, contacts, or tasks.

## EXERCISE 1-6: Preview, Print, and Send a Message



As in other Office applications, you can use Print Preview to see what an e-mail will look like before you print or send it. Print a message if you need a hard copy of it. Use the Sent Items folder to track messages you have sent.

FIGURE 1.10 Message in Print Preview

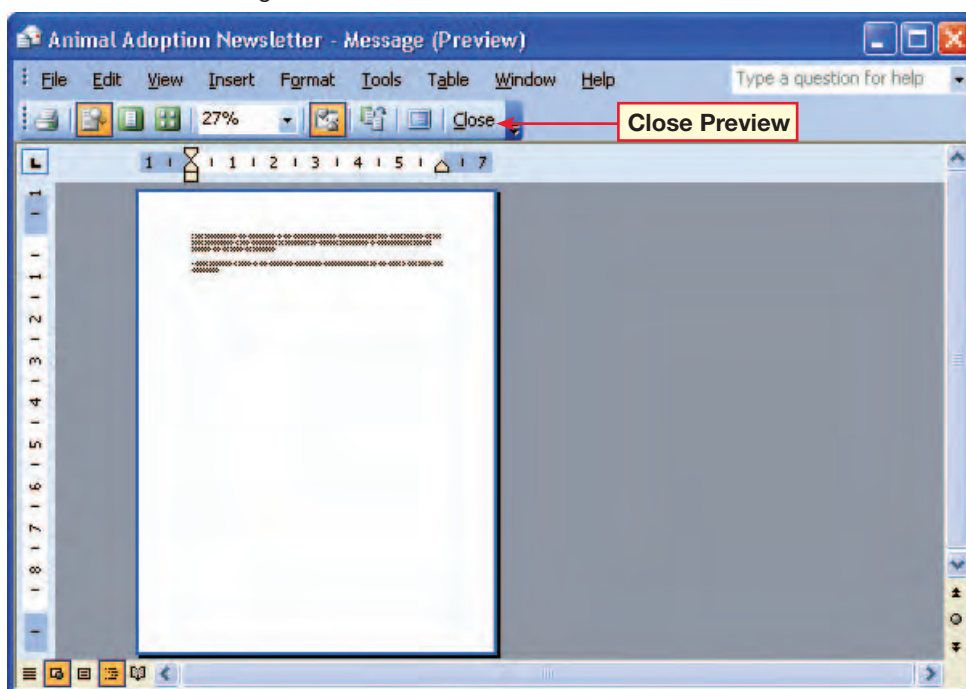
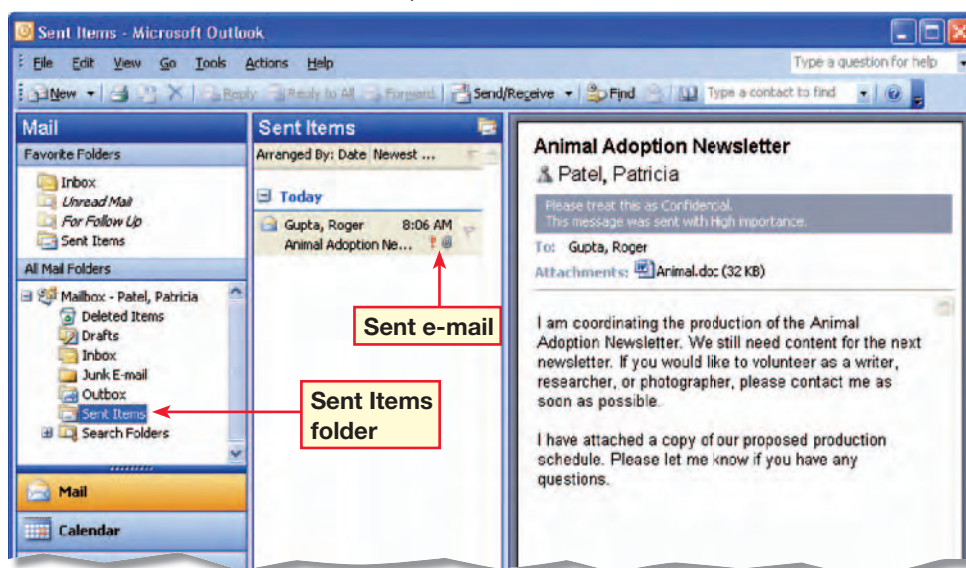


FIGURE 1.11 E-mail in Sent Items pane



## Step-By-Step

- 1 In Outlook, under **All Mail Folders**, click **Inbox**.
- 2 Choose **Tools>Options**. In the **Options** dialog box, on the **Mail Format** tab, click **Signatures**.
- 3 In the **Create Signature** dialog box, click **New**.
- 4 In the **Enter a name for your new signature** box, key: **Newsletter**. Click **Next** .
- 5 In the **Signature text** box, key the text shown in Figure 1.12.
- 6 Select the text **Patricia Patel**. Click **Font**. In the **Font** dialog box, under **Font**, select **Lucida Handwriting**. Click **OK**. Click **Finish**. Click **OK** twice.
- 7 In Outlook, click **New Mail Message** .
- 8 **CHECK** Your screen should look like Figure 1.13.

Continued on the next page.

**Step-By-Step Tip** In Step 6, tell students to select a similar font if **Lucida Handwriting** is not available on their computer.

Lesson 1: Exercise 1-7

## EXERCISE 1-7: Create and Modify a Signature

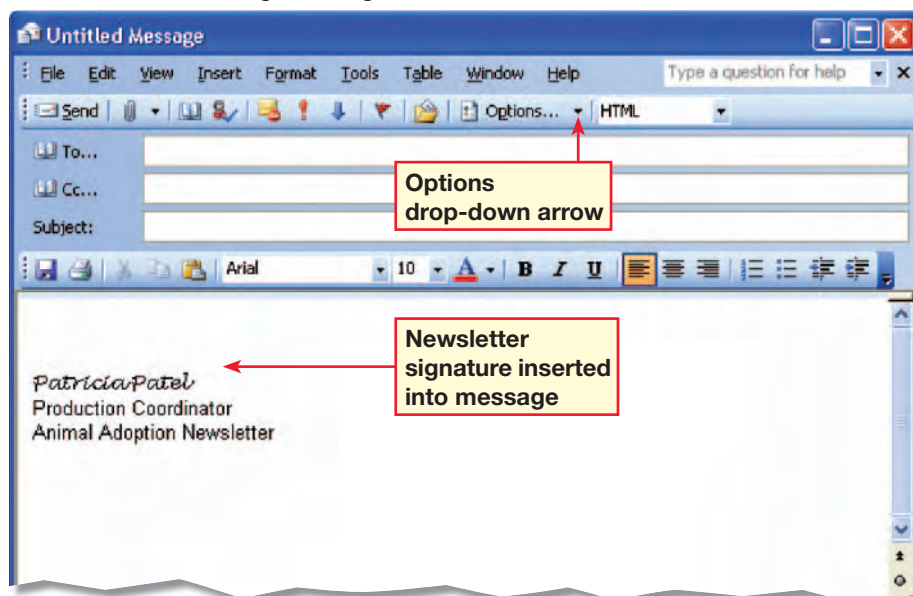


As with letters and other documents, you can sign your e-mails with a customized **signature**. A business signature usually contains information such as the sender's name, company, position, address, and phone number. Outlook will automatically include that signature in all new e-mails.

FIGURE 1.12 Newsletter signature




FIGURE 1.13 Message with signature



Outlook 317

## Step-By-Step

- 9 Click the **Options** drop-down arrow. Click **E-mail Signature**.
- 10 Click **Newsletter**.
- 11 Click before **Production Coordinator**. Key: **Assistant** (see Figure 1.14).
- 12 Click **OK**.
- 13 Close the message without saving it.
- 14 Click **New Mail Message** .
- 15 **CHECK** Your screen should look like Figure 1.15.
- 16 Continue to the next exercise.

### You Should Know

When replying to a message, the prefix **RE:** is automatically added to the **Subject** box. This means *regarding*, and indicates that you are replying to a message.

## EXERCISE 1-7: (Continued) Create and Modify a Signature



FIGURE 1.14 Newsletter signature modified

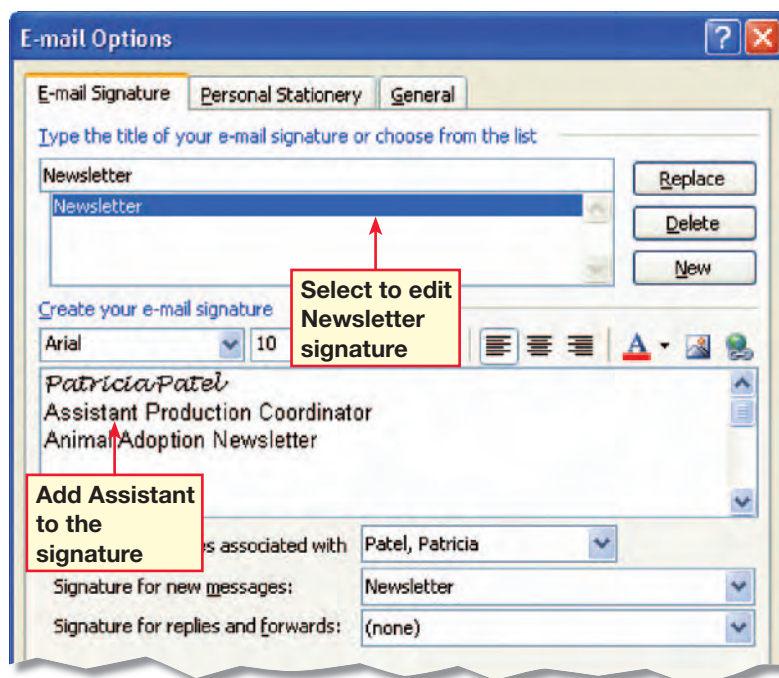
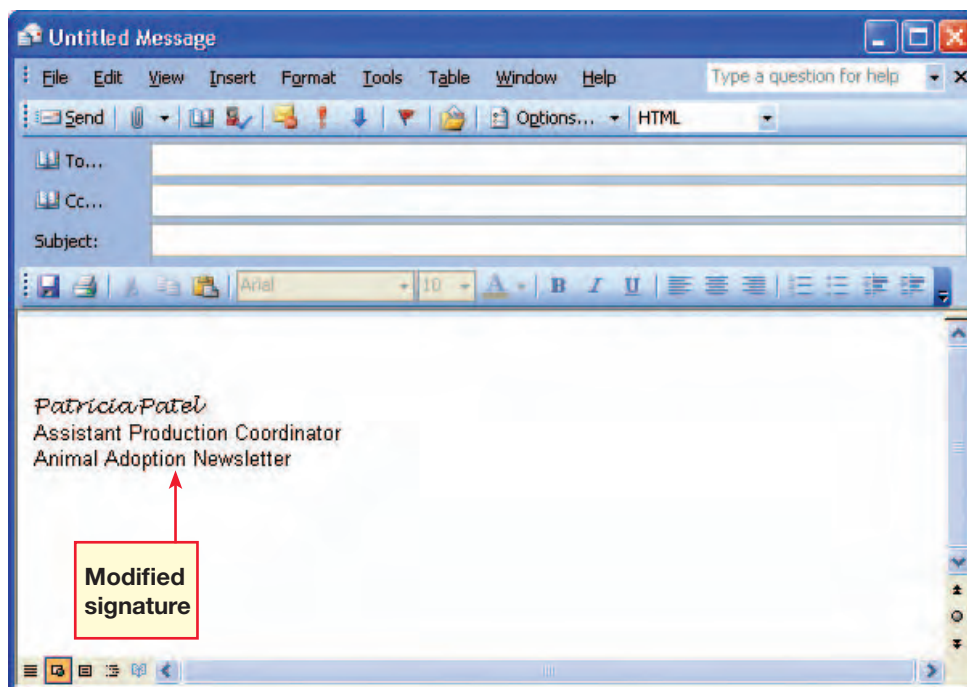


FIGURE 1.15 Modified signature in message



## Step-By-Step

- 1 In your **Untitled Message**, click the **Options** drop-down arrow.
- 2 Click **E-mail Signature**.
- 3 In the **E-mail options** dialog box, under **Type the title of your e-mail signature or choose from the list**, click **New**. In the box, key: **Personal**.
- 4 In the **Create your e-mail signature** box, key: **Patricia**.
- 5 Select **Patricia**. Change the font to **Lucida Handwriting**, size **10**.
- 6 Click the **Font Color** drop-down arrow and select **Red**. Deselect the text.
- 7 **!CHECK** Your dialog box should look like Figure 1.16.
- 8 Click **Add**.
- 9 Under **Signature for new messages**, select **Personal** from the drop-down list.
- 10 **!CHECK** Your screen should look like Figure 1.17.

Continued on the next page.

## EXERCISE 1-8: Create Multiple Signatures



You may find that you need different signatures for different purposes. For example, you may want to use one signature for professional e-mails and a second signature for personal e-mails. Outlook allows you to create different signatures and to choose which signature you want to use for which e-mails.

FIGURE 1.16 Personal signature formatted

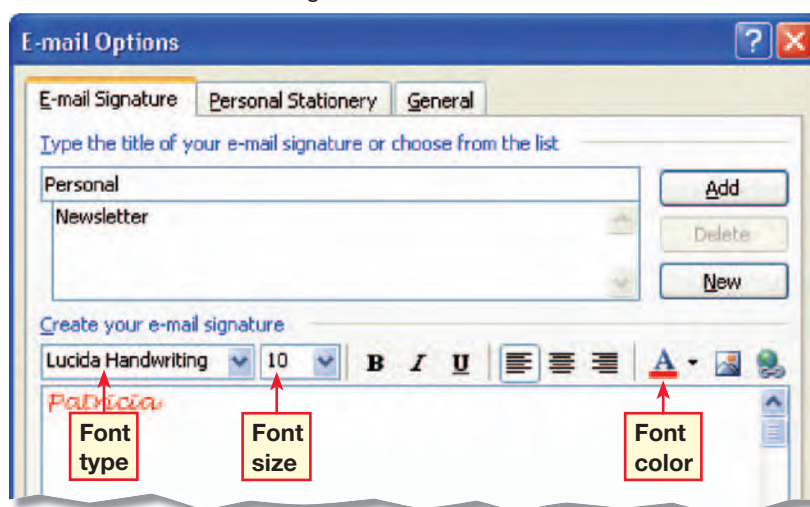
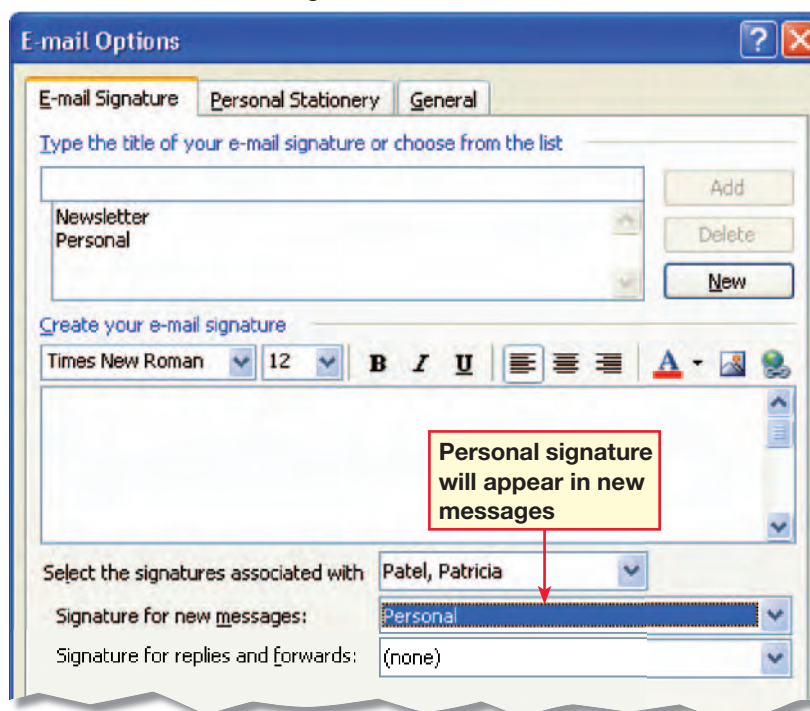


FIGURE 1.17 Personal signature selected



## Step-By-Step

- 11 Click **OK**. Close the message without saving it.
- 12 Click **New Mail Message** .
- 13 **CHECK** Your screen should look like Figure 1.18.
- 14 Click the **Options** drop-down arrow. Click **E-mail Signature**.
- 15 Under **Signature for new messages**, select **Newsletter**.
- 16 Click **OK**. Close the message without saving it.
- 17 Click **New Mail Message** .
- 18 **CHECK** Your screen should look like Figure 1.19.
- 19 Close the message without saving it.
- 20 Continue to the next exercise.

### You Should Know

In business, many people create a signature to give their e-mail messages a professional look.

## EXERCISE 1-8: (Continued) Create Multiple Signatures



FIGURE 1.18 Message with Personal signature

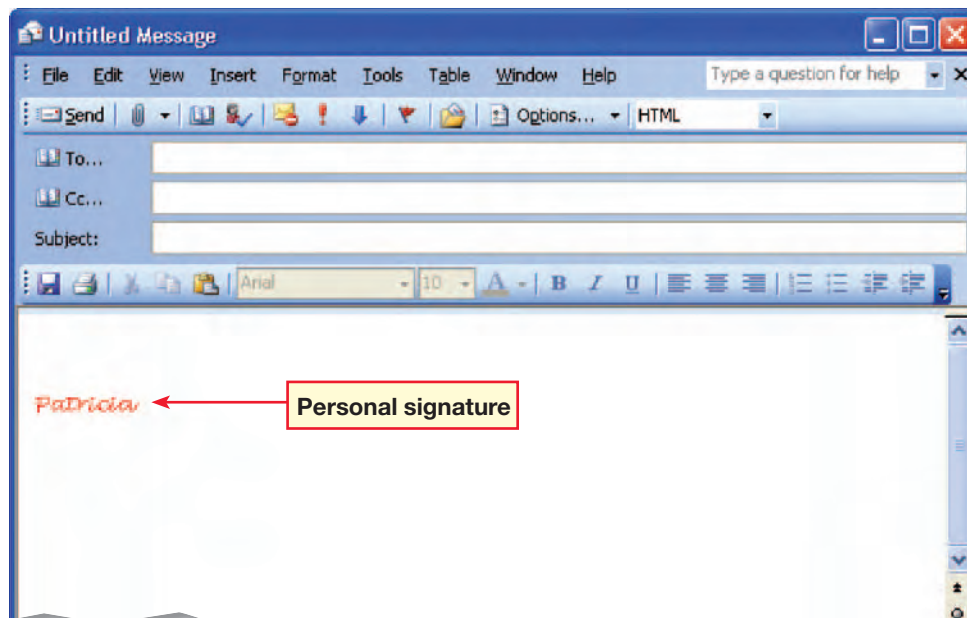
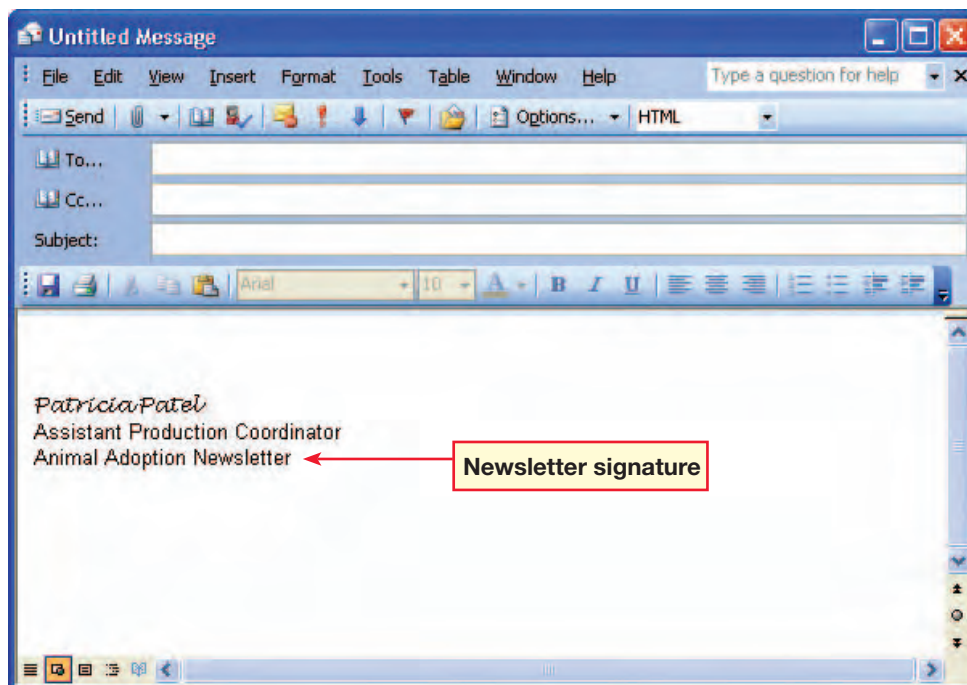




FIGURE 1.19 Message with Newsletter signature





## Step-By-Step

- 1 In the **Inbox** pane, double-click the new message **Animal Adoption Newsletter**.
- 2 Click **Reply** .
- 3 Click inside the **Message** body. Key: *I would like to take photographs of the animals for the newsletter. Would you like black and white or color photographs?*
- 4 **CHECK** Your screen should look like Figure 1.20.
- 5 Save your file as: **Animal2-** [your first initial and last name]. Click **Send** . Close the open message.
- 6 **CHECK** Your screen should look like Figure 1.21.
- 7 Continue to the next exercise.

**Teaching Tip** Have students click **Send/Receive** to check for mail so they do not have to wait for the next scheduled time.

**New Student Strategy** Students who did not complete Exercises 1-2 through 1-6 will not have a message in their **Inbox**. Create a message and send it to each new student.

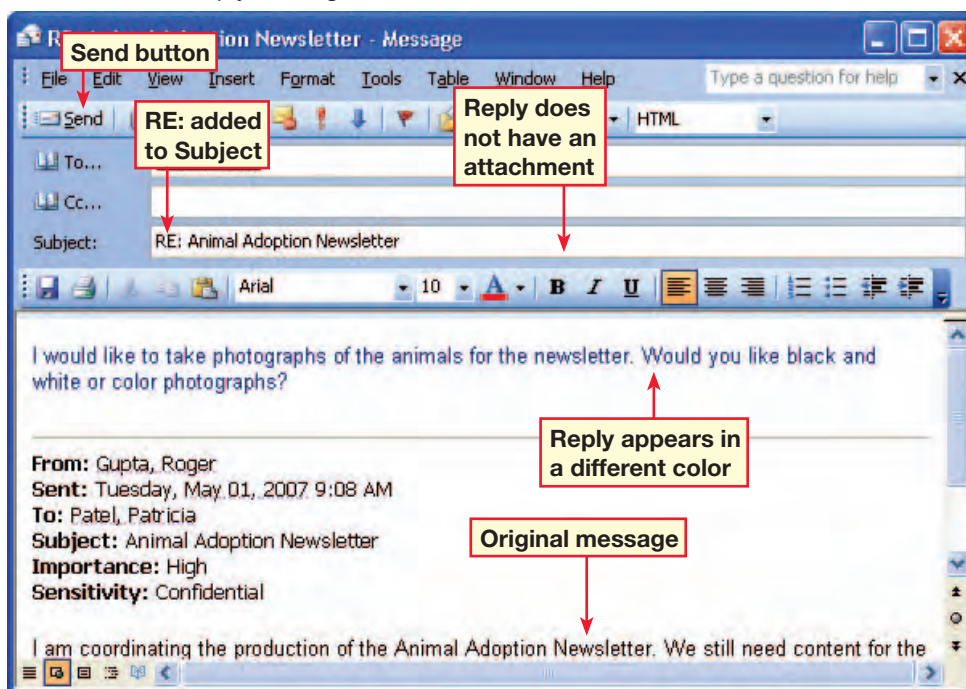
### Lesson 1: Exercise 1-9

## EXERCISE 1-9: Reply to a Message

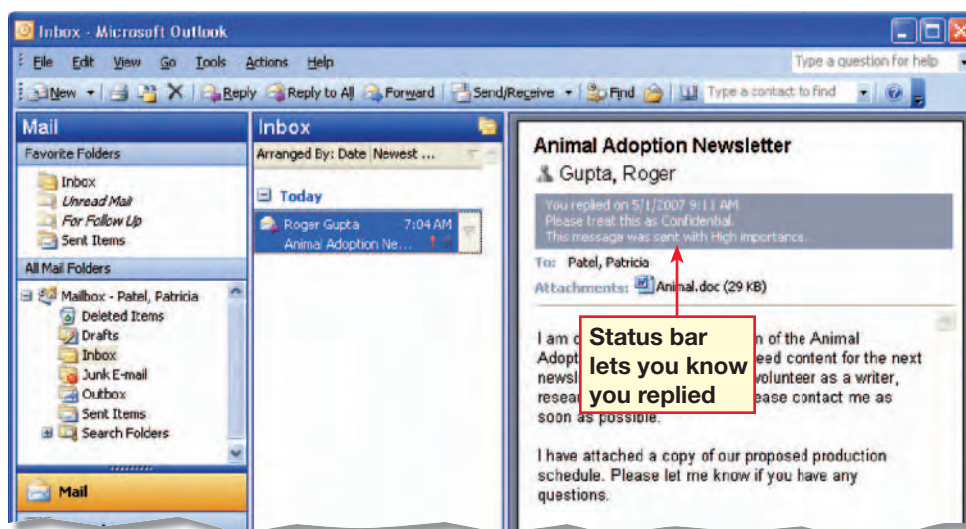


Outlook regularly checks for new e-mail messages. When a new e-mail message arrives, it is displayed in the Inbox pane. When you use Reply, your response is attached to the top of the original message.


**FIGURE 1.20** Reply message window



**FIGURE 1.21** Outlook screen



## Step-By-Step

- 1 In the **Inbox** pane, double-click the new message **RE: Animal Adoption Newsletter**.
- 2 Click **Forward** .
- 3 **CHECK** Your screen should look like Figure 1.22.
- 4 In the **To** box, key the e-mail address of another classmate assigned by your teacher.
- 5 Click in the **Message body**. Key the text shown in Figure 1.23.
- 6 Save your file as: **Animal3-** [your first initial and last name].
- 7 Continue to the next exercise.

### You Should Know

If you forward a message that has an attachment, both the message and the attachment are forwarded.

**Teaching Tip** Remind students not to open messages from people they don't know.

**New Student Strategy** Students who did not complete Exercise 1-7 will not have a message in their Inbox. Create a reply per Exercise 1-7, and send it to each new student.

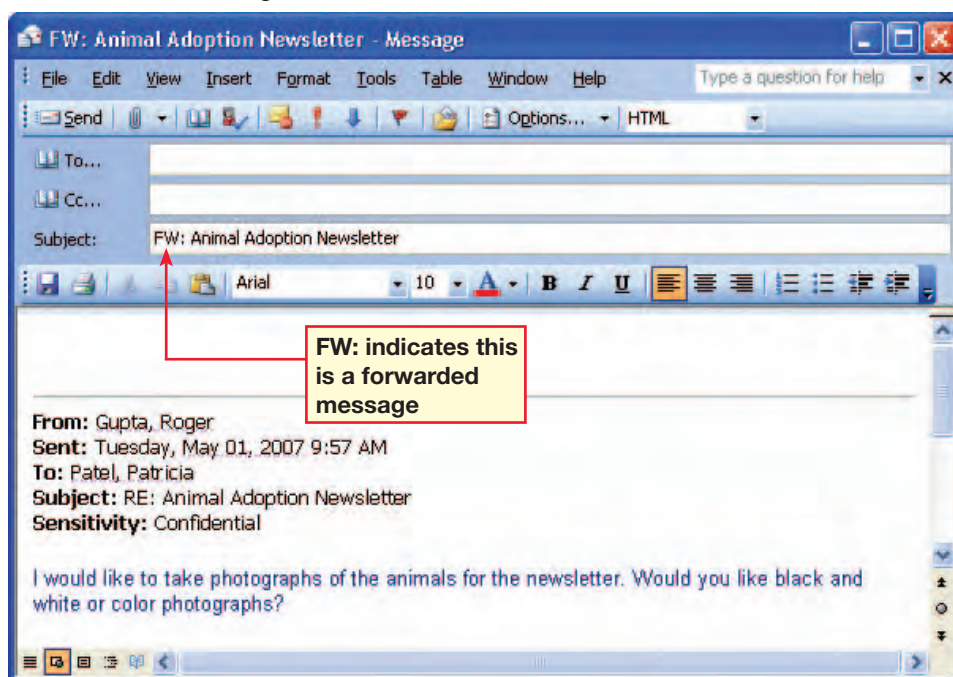
**Lesson 1:** Exercise 1-10

## EXERCISE 1-10: Forward a Message

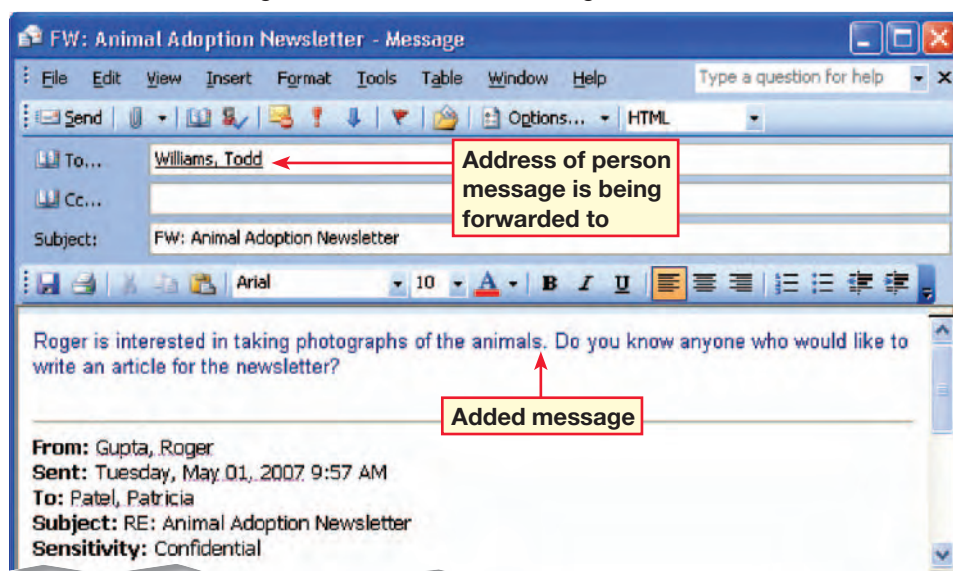


Sometimes you might receive a message that you want to share with a friend or co-worker. Use the Forward button to **forward**, or pass along, an e-mail message to other people.



**FIGURE 1.22** Message to be forwarded



**FIGURE 1.23** Message added to forwarded message



## Step-By-Step

- 1 In your **Animal3** e-mail, click **Message Flag** .
- 2 In the **Flag for Follow Up** dialog box, click the **Flag to** drop-down arrow. Select **Reply**.
- 3 Click the **Due by** drop-down arrow. Select **Today**. Click **OK**.
- 4 **CHECK** Your screen should look similar to Figure 1.24. Click **Send** . Close the message.
- 5 In the **Inbox** pane, locate **RE: Animal Adoption Newsletter**.
- 6 Click the **gray flag** icon next to this message (see Figure 1.25).
- 7 Right-click the same **gray flag** icon. Click **Flag Complete**.
- 8 **CHECK** Your screen should look like Figure 1.26.
- 9 Continue to the next exercise.

**Step-By-Step Tip** In Step 6, tell students if they do not see the **For Follow Up** folder they should click the **plus sign** next to **Search Folders**.

**Step-By-Step Tip** In Step 8, point out that there is no longer a message in the **For Follow Up** folder.

### Lesson 1: Exercise 1-11

## EXERCISE 1-11: Use the Message Flag



Outlook provides Quick Flags that show the person receiving a message that the message requires an immediate reply. You can also flag a message in your Inbox to remind yourself that the message requires attention. Check the For Follow Up folder under All Mail Folders to locate all of the e-mails you have flagged for follow up.

FIGURE 1.24 Flagged outgoing message



FIGURE 1.25 Quick Flag

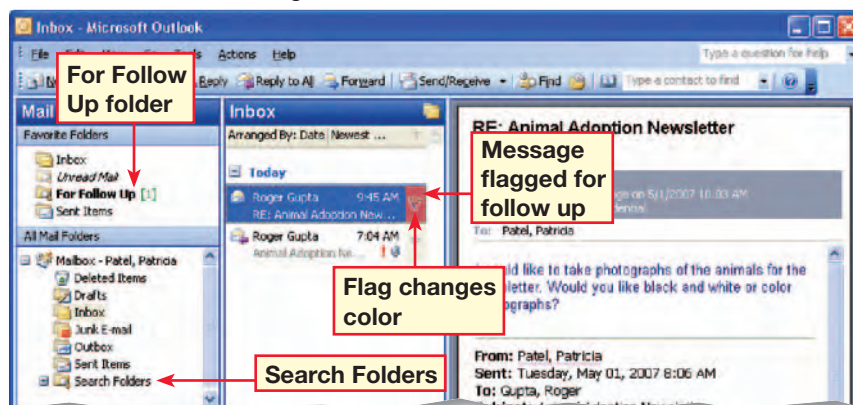
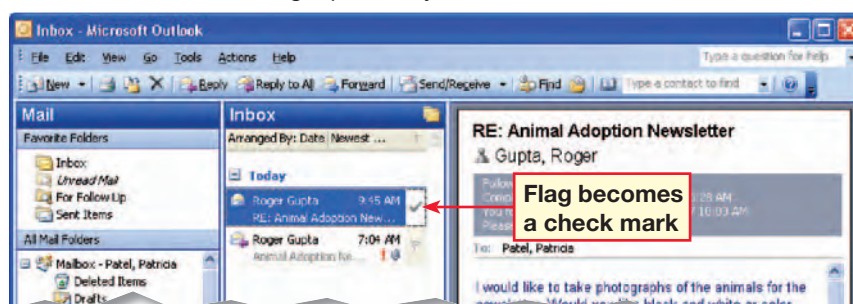





FIGURE 1.26 Quick Flag replaced by check mark



## Step-By-Step

- 1 In the Navigation pane, click  **Contacts**.
- 2 Click **New Contact** .
- 3 In the **Full Name** box, key the name of the classmate assigned by your teacher.
- 4 In the **E-mail** box, key the e-mail address of the classmate assigned by your teacher.
- 5 **CHECK** Your screen should look like Figure 1.27.
- 6 Click **Save and Close** .
- 7 **CHECK** Your screen should look like Figure 1.28.
- 8 Continue to the next exercise.

### Tips and Tricks

To create a new contact directly from an e-mail message, right-click the person's e-mail address. Then click **Add To Outlook Contacts**.

**Step-By-Step Tip** In Steps 3 and 4, students can enter the name and e-mail address of the classmate you assigned to them at the beginning of this lesson.

**Teaching Tip** Point out to students that Outlook automatically fills in the **File as** box.

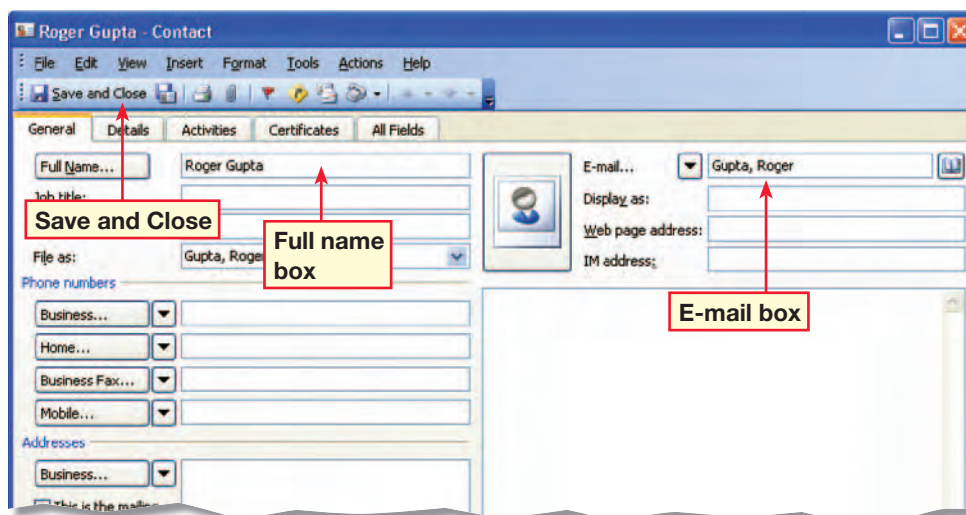
## Lesson 1: Exercise 1-12

## EXERCISE 1-12: Create a Contact

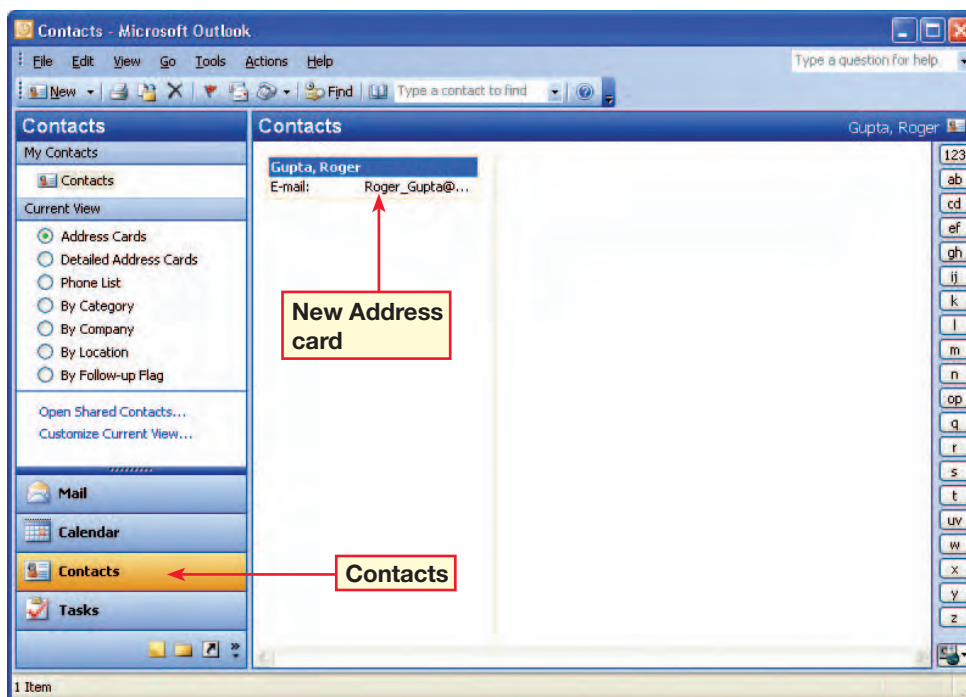


**Contacts** are people and businesses you interact with. Your contacts might be coworkers, companies, friends, family, or work-related acquaintances. You can use Outlook's Contacts feature to store contact information such as names, e-mail addresses, and phone numbers.

**FIGURE 1.27** New contact information added to Contact page



**FIGURE 1.28** New contact added to Contacts



## Step-By-Step

- 1 In the **Contacts** pane, double-click the address card of your assigned classmate.
- 2 In the **Company** box, key: **Photo Inc.**
- 3 Under **Phone numbers**, in the **Business** box, key: **(818) 555-5555**.
- 4 In the **Business Fax** box, key: **(818) 555-1221**. Press **ENTER**.
- 5 **CHECK** Your screen should look like Figure 1.29.
- 6 Click **Save and Close**.
- 7 **CHECK** Your screen should look like Figure 1.30.
- 8 Continue to the next exercise.

### You Should Know

You can store different types of phone numbers and addresses. Click the drop-down arrows next to the phone number and address boxes on the **General** tab to give the boxes different names.

**Teaching Tip** Students can update the contact that they created in Exercise 1-12.

## Lesson 1: Exercise 1-13

## EXERCISE 1-13: Update Contact Information



You can update your contact cards as you learn more about a contact. For example, you can add information such as phone numbers and fax numbers. You can also add information such as the contact's birthday, nickname, or manager's name.

FIGURE 1.29 Updated contact information

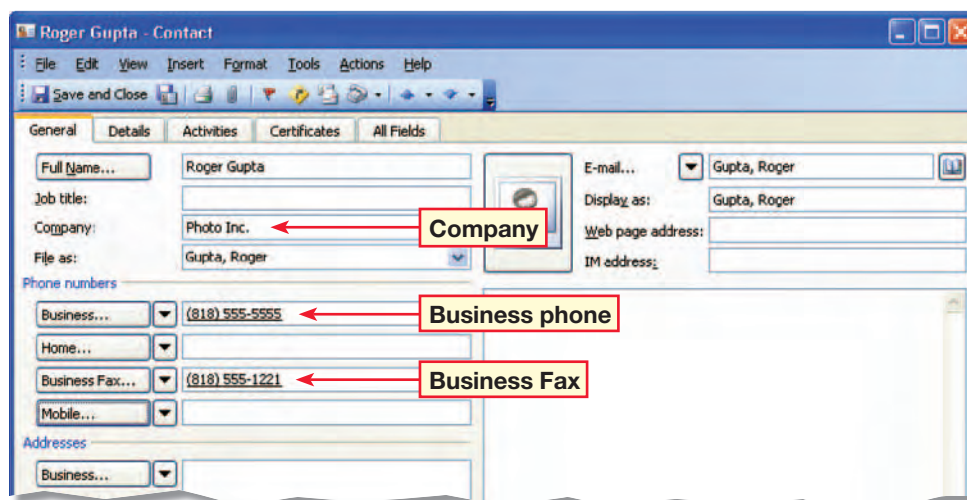
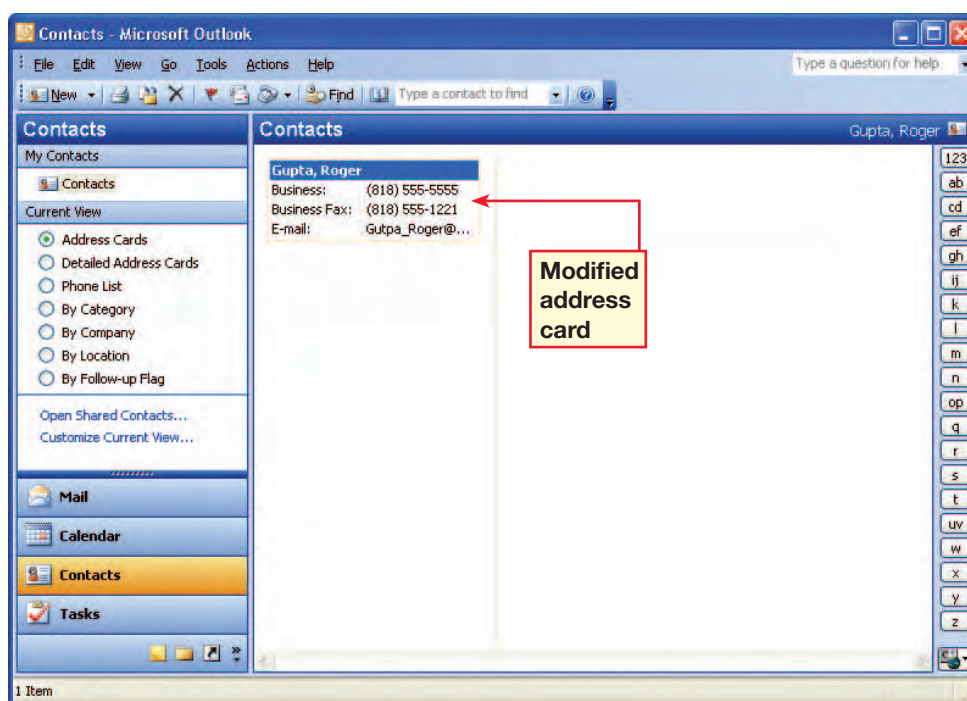



FIGURE 1.30 Modified address card



## Step-By-Step

- 1 In the **Contacts** pane, double-click the address card of your assigned classmate.
- 2 Click **New Message to Contact**  (see Figure 1.31).
- 3 In the new message **Subject** box, key: **Photographs**.
- 4 In the message body, key: **I have just seen the first group of photographs. They look wonderful! I can't wait to see the second group.**
- 5 **CHECK** Your screen should look like Figure 1.32.
- 6 Save your file as: **Photographs-[your first initial and last name]**.
- 7 Continue to the next exercise.

### Tips and Tricks

To forward one of your contacts to another person, click on the contact you want to forward. Then, right-click that contact and click **Forward**.

**New Student Strategy** If a contact is not already in the **Contacts** list, students must complete **Exercise 1-12** before proceeding.

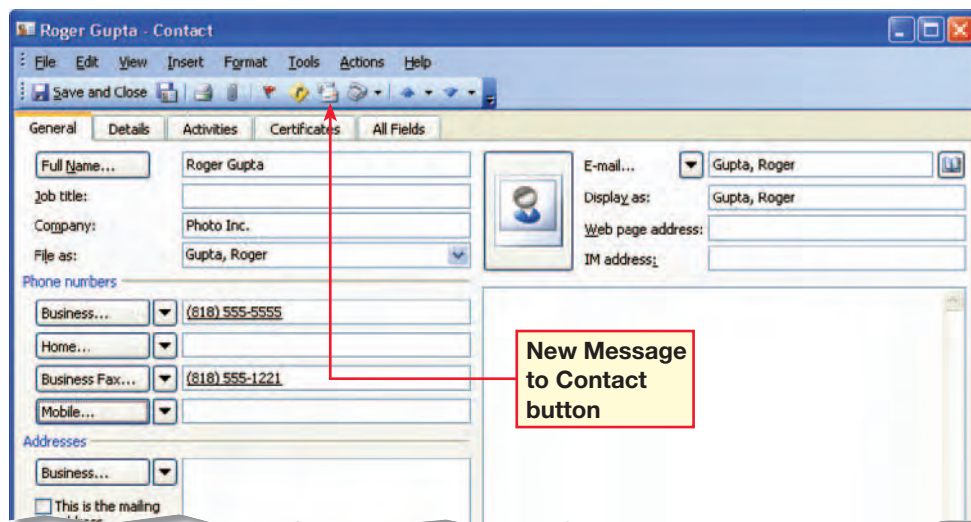
**Lesson 1:** Exercise 1-14

## EXERCISE 1-14: Send Messages Using Contacts

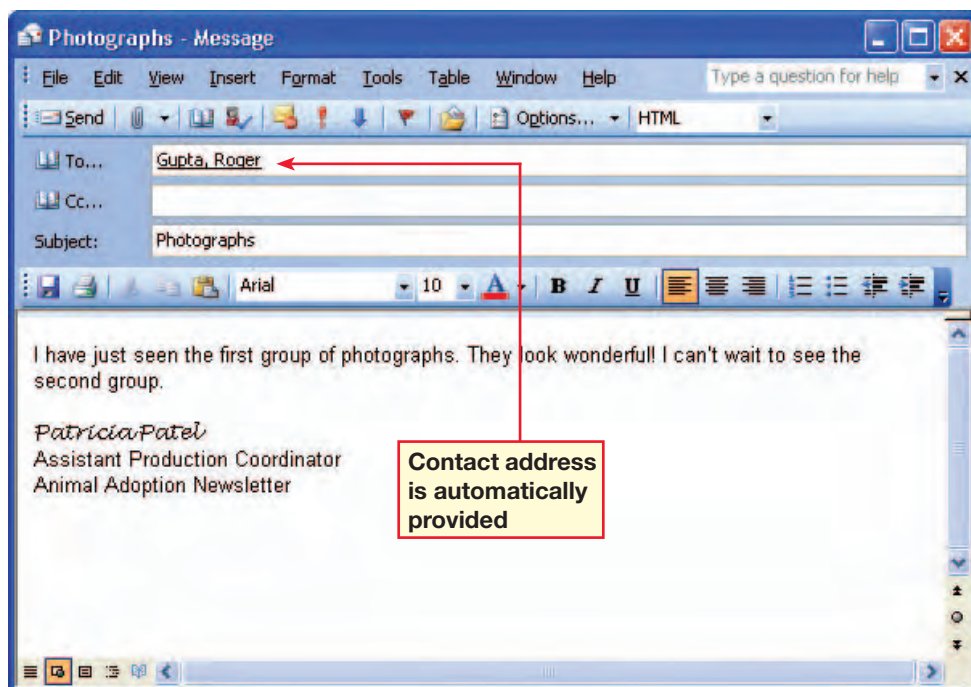


You can send messages directly from your contact cards. When you click New Message to Contact, a new message opens with the contact's address already provided.

**FIGURE 1.31** New Message to Contact button



**FIGURE 1.32** New message to contact



## Step-By-Step

- 1 In your **Photographs** file, select **wonderful**.
- 2 On the E-mail toolbar, click **Bold B**. Deselect the text.
- 3 Click the **Message format** drop-down arrow. Click **Rich Text**.
- 4 **CHECK** Your screen should look like Figure 1.33.
- 5 Click the **Message format** drop-down arrow. Click **Plain Text**.
- 6 In the dialog box, click **Continue**.
- 7 **CHECK** Your screen should look like Figure 1.34.
- 8 Click the **Message format** drop-down arrow. Click **HTML**.
- 9 Save and close your file.

### Tips and Tricks

To change the format for all messages sent to one particular contact, open the contact for that person, then, in the e-mail box, double-click the contact's e-mail address. In the **Internet Format** list, select the format you want to use.

## EXERCISE 1-15: Choose Message Format



Outlook provides three different formats in which to send your e-mails. If a message is sent in the **Plain Text** format, you cannot format the text. The **Rich Text** format allows some text formatting such as bold or italic. The **HTML** format allows you to use all the formatting options, including inserting pictures. While HTML formatting is the default setting for Outlook, you may need to use the other formats depending on the e-mail programs used by people receiving your messages.

FIGURE 1.33 Message in Rich Text format

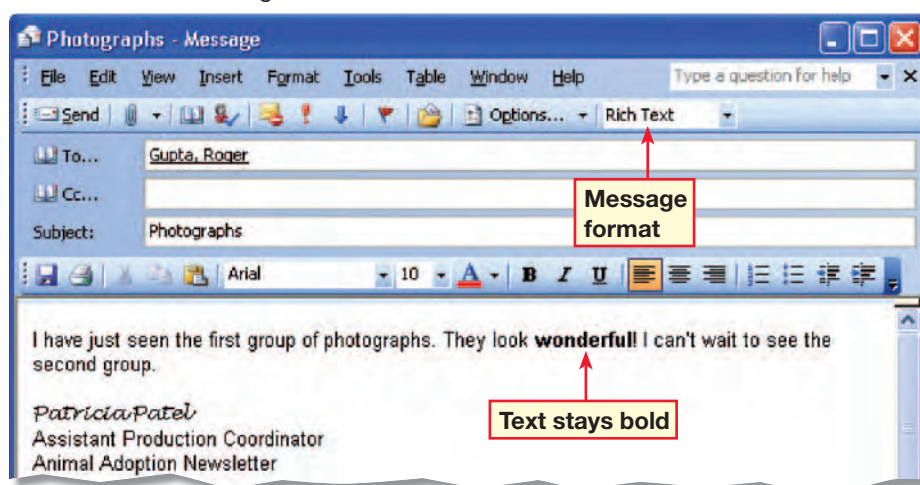
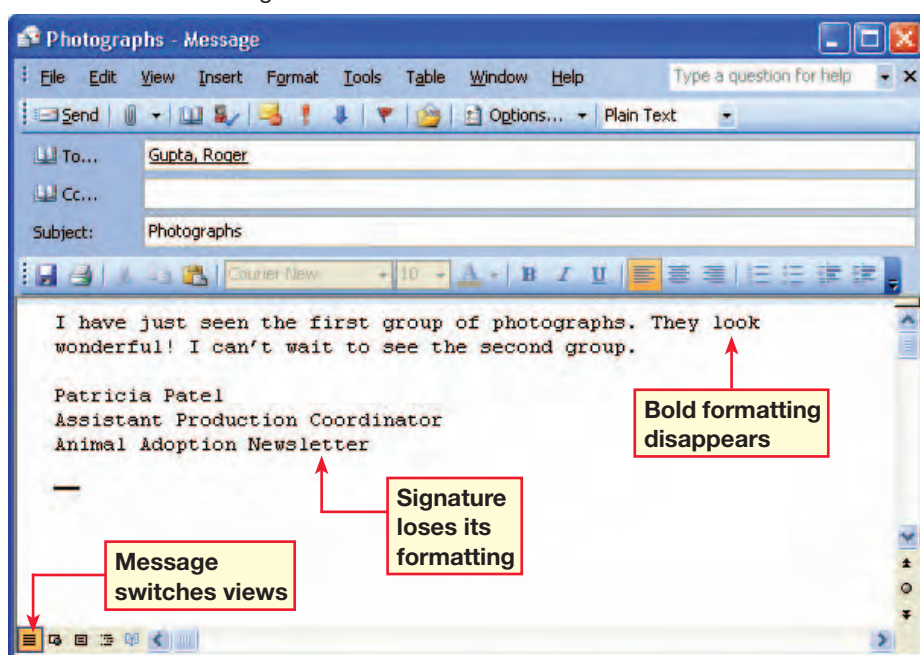


FIGURE 1.34 Message in Plain Text format



## Step-By-Step

- 1 Click **Mail**.
- 2 Choose **Tools>Options**.
- 3 In the **Options** dialog box, click the **Other** tab.
- 4 Locate the section **Person Names**.
- 5 **CHECK** The dialog box should look like Figure 1.35. Be sure both check boxes are checked.
- 6 Click **OK**.
- 7 Click the **first message** in the Inbox.
- 8 In the **Reading** pane, click the **Smart Tag** icon. From the drop-down list, click **Sign-in to Messenger** (see Figure 1.36).

Continued on the next page.

### You Should Know

Follow the same “netiquette” guidelines for instant messaging as you would for e-mail.

**Troubleshooting** Students must have .NET Passport accounts to complete Exercises 1-16 through 1-20.

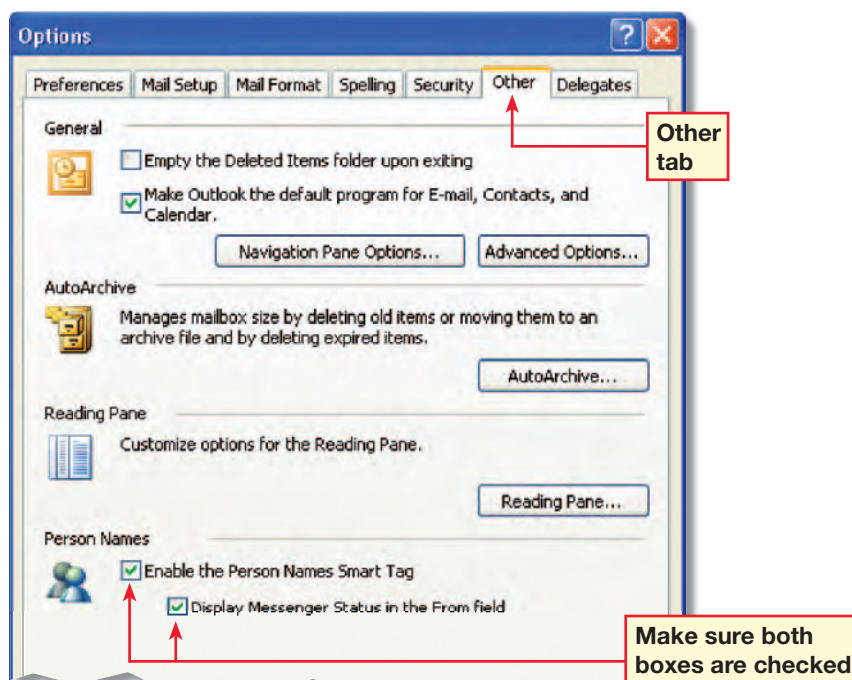
**Teaching Tip** Tell students they can also sign into and use Messenger by clicking the **Smart Tag** icon on their toolbar.

**Lesson 1:** Exercise 1-16

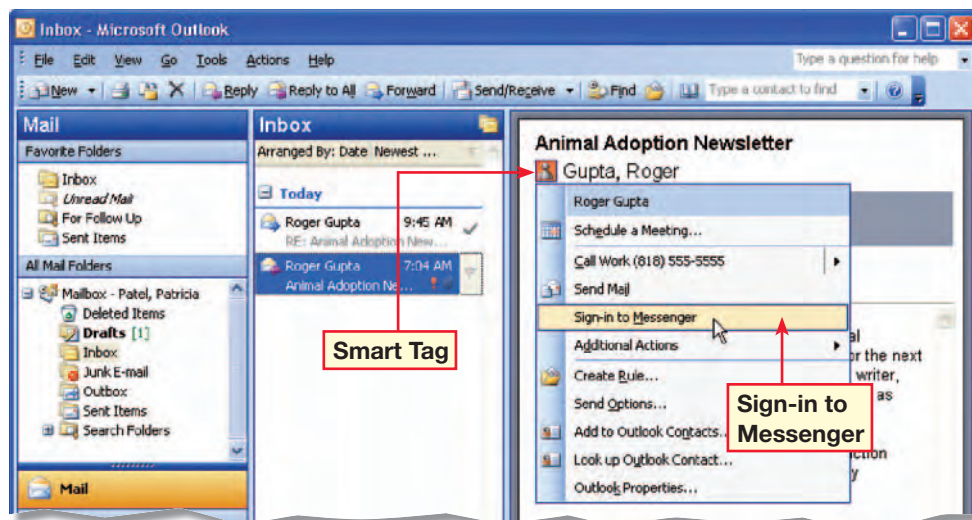
## EXERCISE 1-16: Set Up and Sign In to Instant Messenger

**Instant Messages** are messages that appear on the recipient’s screen immediately. They allow you to communicate with coworkers quickly when you are unable to speak face-to-face. In this exercise, you will use **Smart Tags** to open **MSN Messenger** and begin a conversation.

**FIGURE 1.35** Options dialog box



**FIGURE 1.36** Using the Smart Tags in Outlook





## Step-By-Step

- 9 In the **.NET Messenger Service** dialog box, in the **E-mail address** box, key the .NET Passport account Username provided by your teacher.
- 10 In the **Password** box, key the password provided by your teacher (see Figure 1.37). Click **OK**.
- 11 At the top of the **MSN Messenger** dialog box, click **My Status**.
- 12 On the drop-down menu, click **Online**.
- 13 **!CHECK** Your screen should look similar to Figure 1.38.
- 14 Continue to the next exercise.

### Tips and Tricks

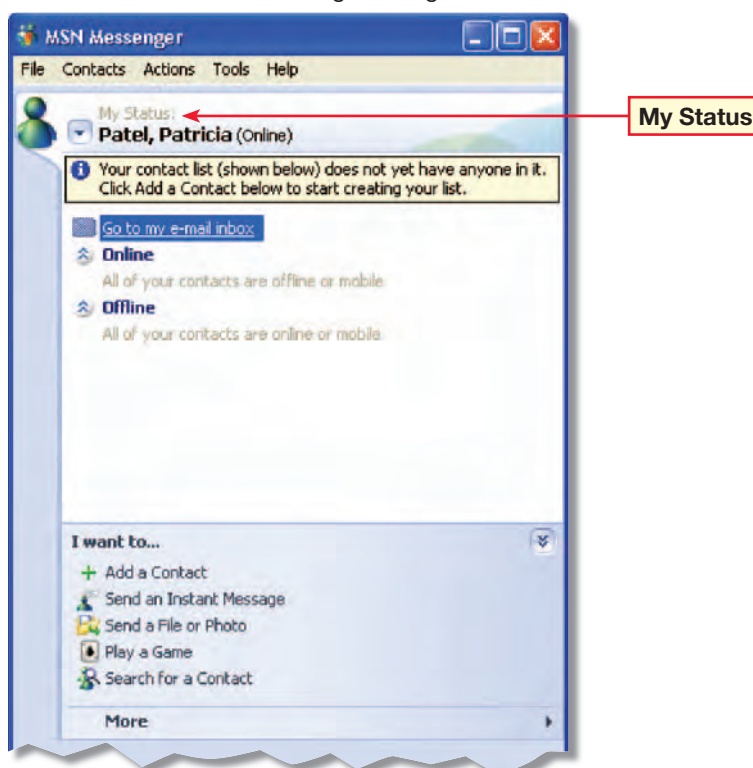
You can get help for tasks you are performing by pressing **F1**. For example, if the **Print** dialog box is open and you press **F1**, a Help window about printing will appear.

## EXERCISE 1-16: (Continued) Set Up and Sign In to Instant Messenger

FIGURE 1.37 .NET Messenger Service dialog box



FIGURE 1.38 MSN Messenger dialog box



## Step-By-Step

- 1 In your open **MSN Messenger** box, under **I want to...**, click **Add a Contact**.
- 2 **CHECK** Your dialog box should look similar to Figure 1.39.
- 3 In the **Add a Contact** dialog box, click **Create a new contact by entering their e-mail address or sign in name**. Click **Next**.
- 4 In the **Please type your contact's complete e-mail address** box, key your assigned partner's complete e-mail address. Click **Next**.
- 5 In the next **Add a Contact** dialog box, click **Finish**.
- 6 **CHECK** Your dialog box should look similar to Figure 1.40.
- 7 Continue to the next exercise.

### Tips and Tricks

To delete a contact, go to your Contacts list and right-click the name you want to remove. Click **Delete**.

**Teaching Tip** Pair students for Exercises 1-17 through 1-20. Students should sign onto MSN Messenger before they begin.

## Lesson 1: Exercise 1-17

## EXERCISE 1-17: Add a Contact to Instant Messenger



To have an IM conversation with a person, that person must be entered as a contact in your IM contact list. In this exercise, you will add a contact to your MSN Messenger contact list.

FIGURE 1.39 Add a Contact

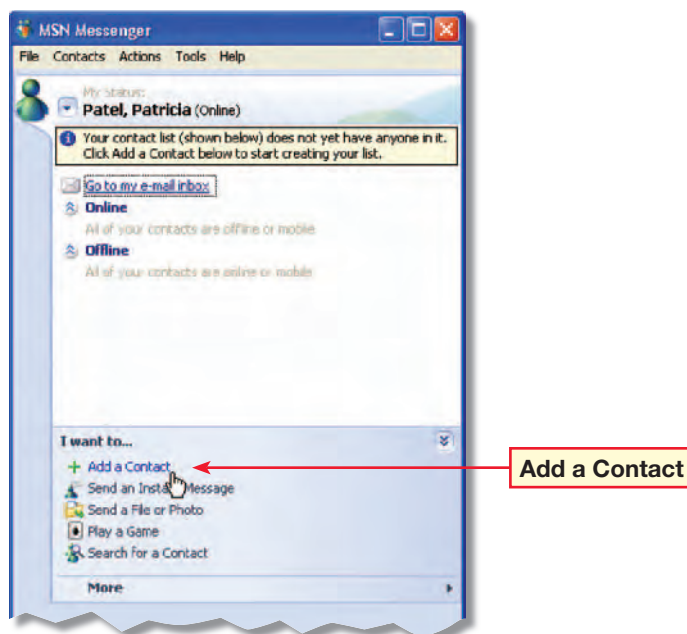
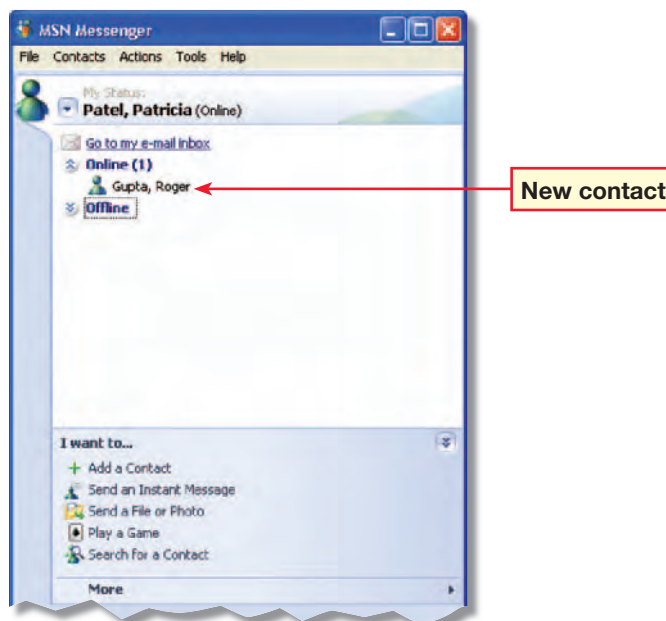


FIGURE 1.40 Contact added to MSN Messenger



## Step-By-Step

- 1 In your open **MSN Messenger** box, under **I want to...**, click **Send an Instant Message**.
- 2 In the **Send an Instant Message** dialog box, select your contact's name. Click **OK**.
- 3 In the **Conversation** dialog box, key the message shown at the bottom of Figure 1.41.
- 4 Click **Send**.
- 5 **CHECK** Your screen should look similar to Figure 1.42.
- 6 In the **Conversation** dialog box, choose **File>Save as**.
- 7 Save your conversation as: **call-[your first initial and last name]**. Ask your teacher where to save the conversation.
- 8 Continue to the next exercise.

**Teaching Tip** Pair students for this exercise.

**Step-By-Step Tip** In Step 4, tell students they can also send Instant Messages by clicking the **Smart Tag** icon on their toolbar.

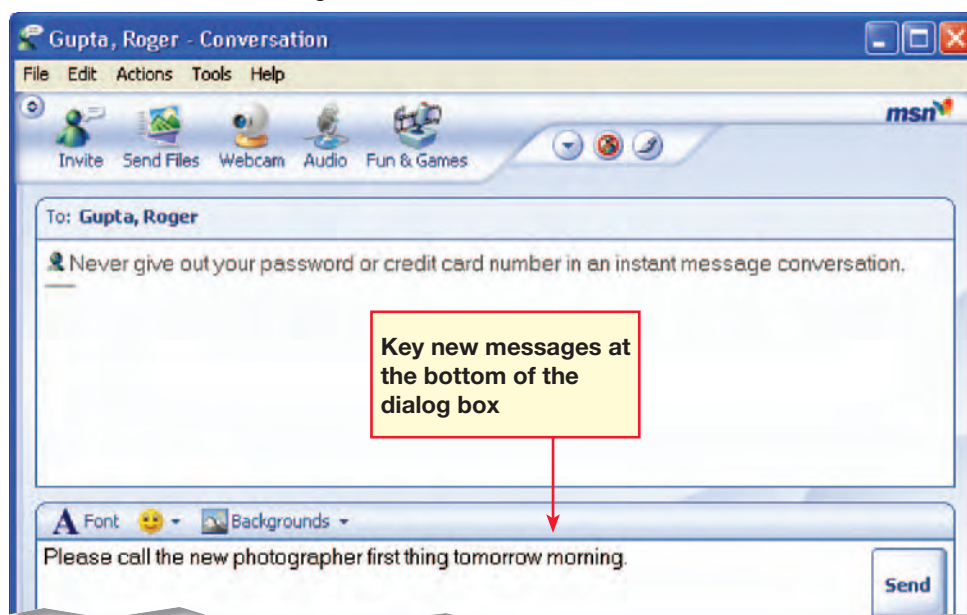
### Lesson 1: Exercise 1-18

## EXERCISE 1-18: Send an Instant Message

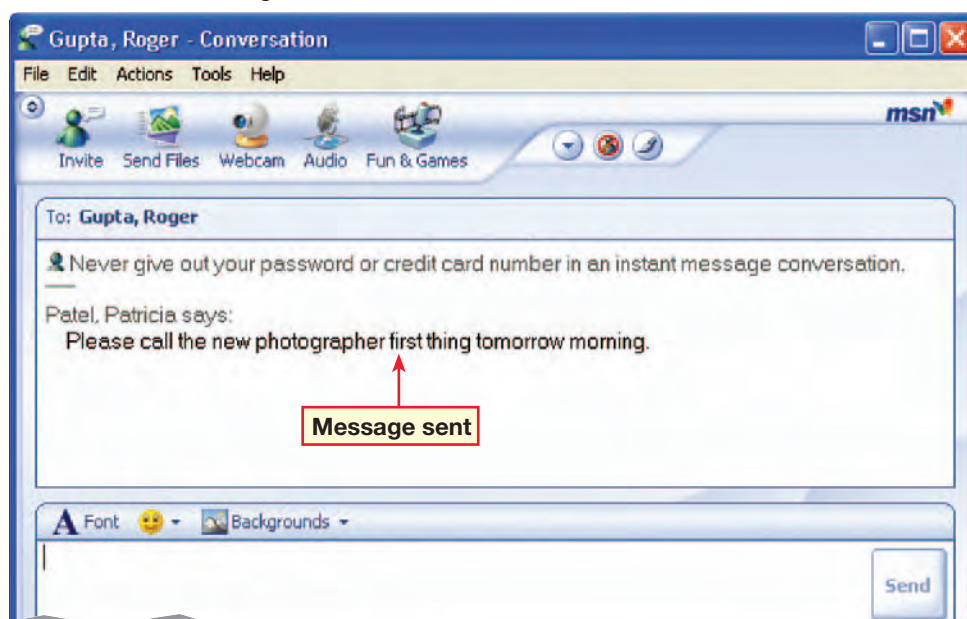


Once you have added contact information, you can send and receive messages. Your MSN Messenger contact window will tell you who is available and who is offline. In this exercise, you will send a message to the contact you added in Exercise 1-17.

**FIGURE 1.41** New message



**FIGURE 1.42** Message sent



## Step-By-Step

- 1 Locate the new **Conversation** box that contains the message sent in Exercise 1-18.
- 2 In the **Conversation** box, key the response shown in Figure 1.43.
- 3 Click **Send**.
- 4 **CHECK** Your screen should look similar to Figure 1.44.
- 5 Save the conversation.
- 6 Continue to the next exercise.

### Tips and Tricks

To start a new line in an instant message (and not send it) press **Shift** + **Enter**.

### You Should Know

You cannot initiate an instant message conversation with more than one person; you can only add people to an existing conversation.

**Teaching Tip** Pair students for this exercise.

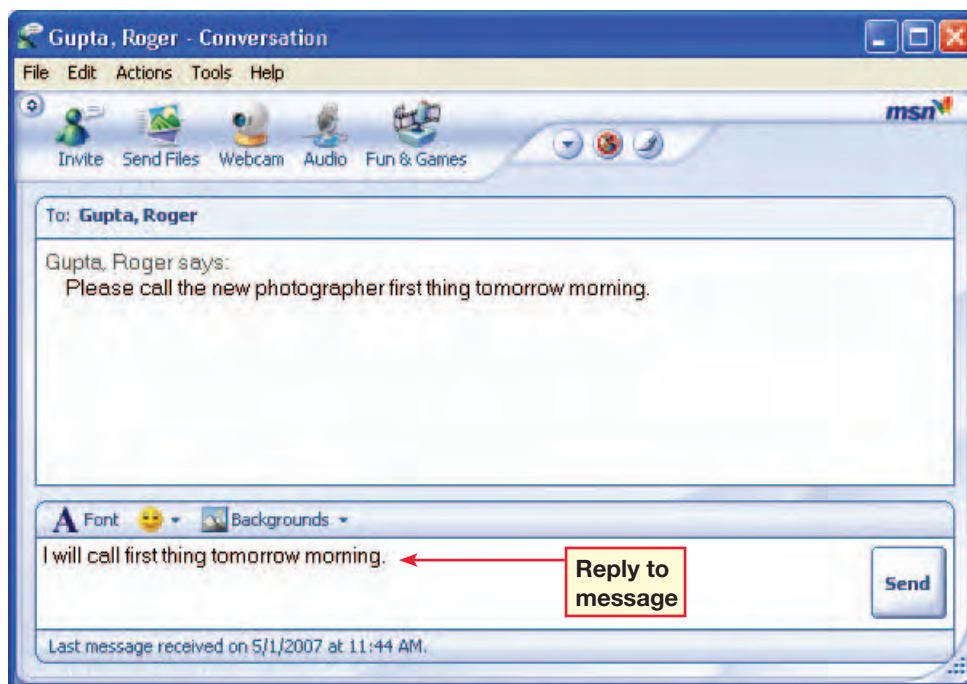
## Lesson 1: Exercise 1-19

## EXERCISE 1-19: Reply to an Instant Message

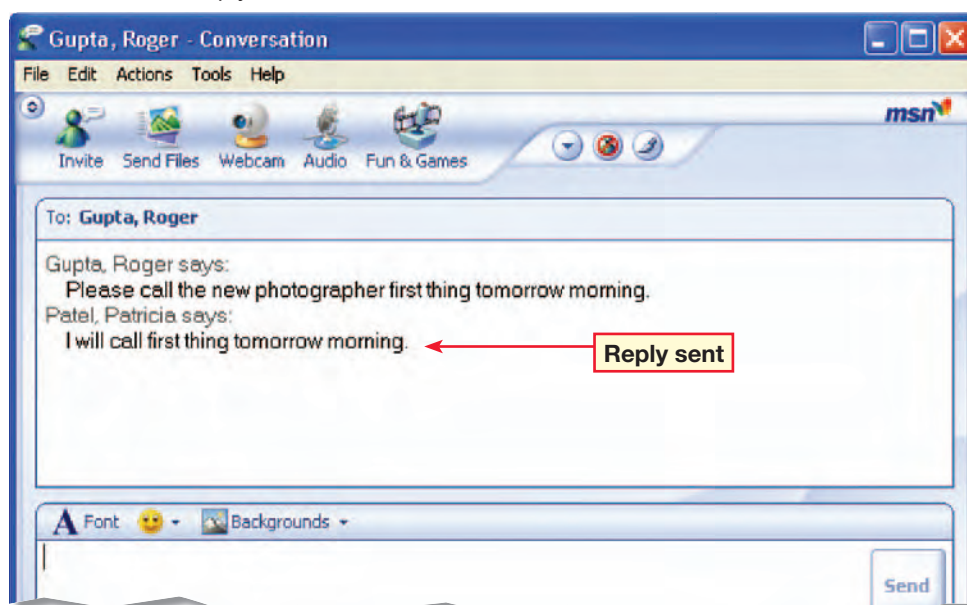


When you receive an Instant Message, a Conversation box with the sender's name opens on your screen. Use this Conversation box to send your reply to the sender.

**FIGURE 1.43** Reply in Conversation box



**FIGURE 1.44** Reply sent



## Step-By-Step

- 1 In your new open **Conversation** box, key the reply shown in Figure 1.45.
- 2 Click **Send**.
- 3 Choose **Actions>Send a File or Photo**.
- 4 Locate the data file **Photographer.doc**.
- 5 Select the file and click **Open**.
- 6 When you receive your classmate's Instant Message, click **Accept** to accept the file your classmate has sent you.
- 7 Check to make sure your classmate accepts your file.
- 8 **CHECK** Your screen should look similar to Figure 1.46.
- 9 Save your conversation. Sign out of MSN Messenger.

**Teaching Tip** Pair students for this exercise.

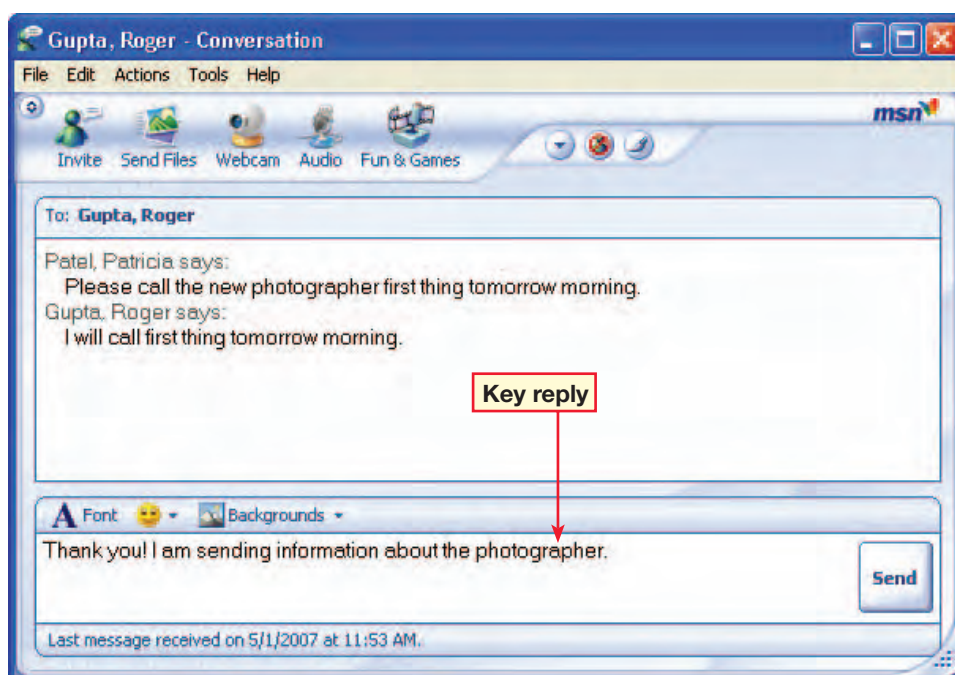
### Lesson 1: Exercise 1-20

## EXERCISE 1-20: Attach a File to an Instant Message

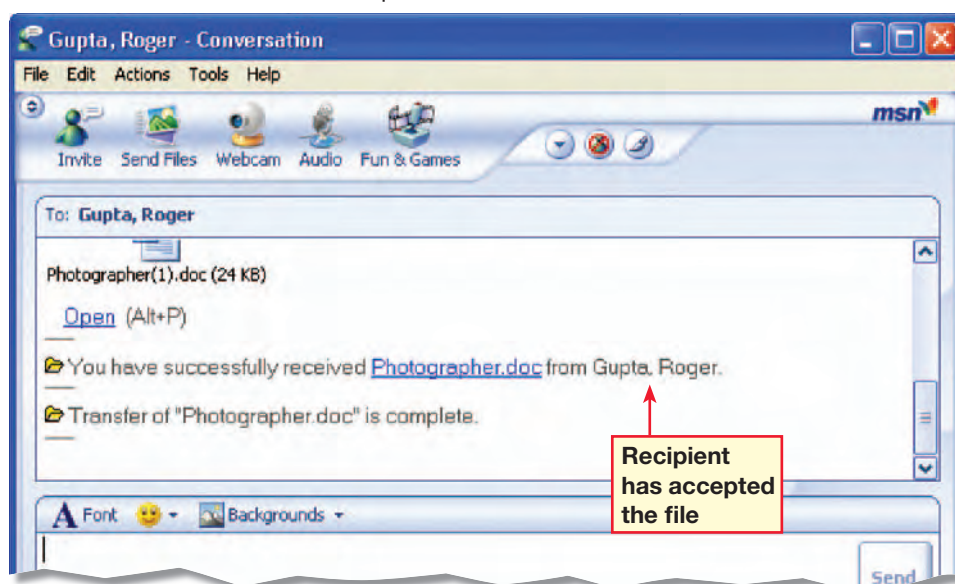


As with e-mail, you can attach a file to an Instant Message. When you receive a message with an attachment, you can choose to either Accept or Decline the attached file. You should always be careful when accepting and downloading attached files.

**FIGURE 1.45** Conversation box



**FIGURE 1.46** Attached file accepted



# 21<sup>st</sup> Century LEARNER

## Being Flexible on the Job

**I**n your part-time job at an animal clinic, your major responsibilities include answering the phone, making follow-up appointments with pet owners, and selling specialized cat and dog food. You have been working at the clinic for several months and have a good relationship with the veterinarian.

One busy Saturday, the vet's assistant calls in sick with the flu. The vet asks you to pitch in. With her guidance, you help her take care of the dogs, cats, rabbits, snakes, and birds that come into the clinic. You even stay late to help the vet finish her paperwork. At the end of the day, the vet thanks you for being so flexible and praises you as a valuable employee.

Being flexible on the job means being willing to learn new tasks, take on new assignments or work longer hours. When you are flexible, you make it easier for everyone to do a good job.



Employees who are willing to take on a variety of tasks are valued by employers.

### MEET THE MANAGER

Jay Schwartz of IdeaWork Studios in Santa Barbara, California, says that being flexible is “more about getting the job done than about punching a time clock.” He says that flexibility works both ways. Sometimes he has to be flexible with his workers, and he expects the same from them. Both managers and workers need to give and take to create a productive workplace.

« SkillBuilder answers can be found on page TM65.

### SKILLBUILDER

- 1. Identify** What are two ways a person can be flexible at a job?
- 2. Analyze** What are some ways an employer could be flexible with his or her employees?
- 3. Evaluate** Think of a time when you had to be flexible, either on a job or at school. What happened? Why was your flexibility helpful or not helpful?

## LESSON

## 1

## Quick Reference

The following main commands were covered in the lesson. See Appendix A on page 474 for a listing of all the commands used in this book.

Function	Button	Menu	Keyboard	Speech
Close a message		File>Close	CTRL + F4	<input checked="" type="checkbox"/>
Create a message to a contact				<input checked="" type="checkbox"/>
Create a new contact		File>New>Contact	CTRL + SHIFT + C	<input checked="" type="checkbox"/>
Create a new message		File>New	CTRL + SHIFT + M	<input checked="" type="checkbox"/>
Flag a file for follow up		Actions>Follow Up	CTRL + SHIFT + G	<input checked="" type="checkbox"/>
Forward a message		Actions>Forward	CTRL + F	<input checked="" type="checkbox"/>
Insert an attachment		Insert>File		<input checked="" type="checkbox"/>
Insert a signature		Insert>Signature		<input checked="" type="checkbox"/>
Message Options				<input checked="" type="checkbox"/>
Preview a document		File>Print Preview		<input checked="" type="checkbox"/>
Print an item		File>Print	CTRL + P	<input checked="" type="checkbox"/>
Reply to a message		Actions>Reply	CTRL + R	<input checked="" type="checkbox"/>
Save		File>Save	CTRL + S	<input checked="" type="checkbox"/>
Save as		File>Save As	F12	<input checked="" type="checkbox"/>
Send a message		Actions>Send	ALT + S	<input checked="" type="checkbox"/>
Set the message importance				<input checked="" type="checkbox"/>
View contacts		Go>Contacts	CTRL + 3	<input checked="" type="checkbox"/>
View mail		Go>Mail	CTRL + 1	<input checked="" type="checkbox"/>

## LESSON

## 1

## Concept Review

## Key Terms

Attachment

Contact

Delivery options

Forward

HTML

Importance

Inbox pane

Instant Message

MSN Messenger

Navigation pane

Plain Text

Reading pane

Rich Text

Sensitivity

Signature

Smart Tag

**Answer to Key Term Activity**  
Student answers will vary, but should comprise an instant message dialogue of at least two Key Terms and definitions.

## Reviewing Key Terms

Complete the following statements on a separate piece of paper. Choose from the Key Terms list on the left to complete the statements.

1. A(n) signature is information about yourself that appears at the end of messages that you create. (p. 317)
2. Use a(n) Instant Message to have a real-time online chat with a person in your contacts list. (p. 328)
3. If the Plain Text message format is selected for a message, the text cannot be formatted. (p. 327)
4. A(n) contact contains information about a business or personal acquaintance. (p. 324)
5. A(n) attachment is a separate file that you can include with an e-mail message. (p. 314)

## Key Term Activity

6. Use Instant Messaging to create a new twist on traditional flash cards.
  - A. Choose a partner and send an Instant Message that contains just one key term.
  - B. Have your partner respond with the definition.
  - C. Using the Key Terms table, key the definition and send it back.
  - D. Switch roles and repeat steps A–C.

## Reviewing Key Facts

Answer the following questions on a separate piece of paper.

7. Which of the following message formats allows you to bold a word in the message? (p. 327)
 

A. Plain text	C. HTTP
B. Formatted text	<b>D. HTML</b>
8. Which of the following can you do with Outlook? (p. 314, 323, 328)
  - A. Send an attachment
  - B. Send an Instant Message
  - C. Send a flagged e-mail message
  - D. All of the above**
9. What is the quickest way to add your contact information to an e-mail message before sending it? (p. 317)
  - A. Key your name and phone number at the end of the message
  - B. Paste your name and phone number from another application
  - C. Attach a file containing your contact information
  - D. Insert a signature**



## LESSON

## 1

## Practice It Activities

## Step-By-Step



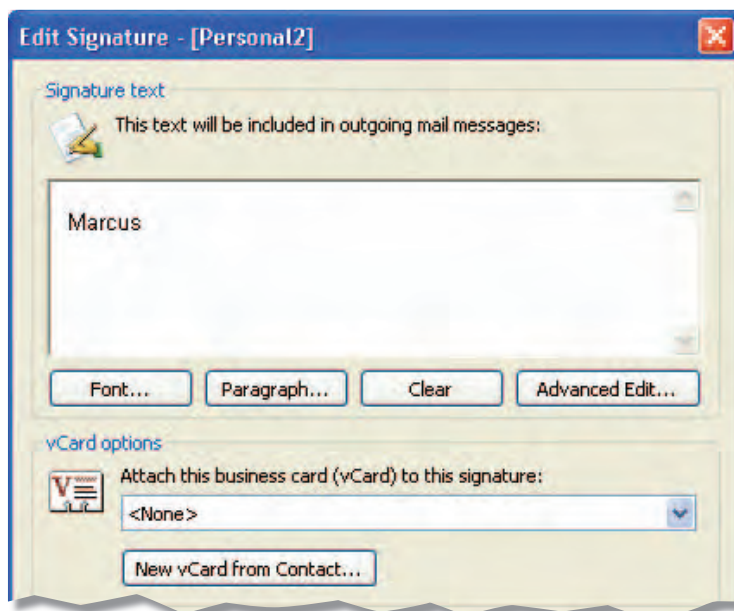
- 1 In Outlook, in the **Navigation** pane, click **Mail**.
- 2 Choose **Tools>Options**. On the **Mail Format** tab, click **Signatures**.
- 3 In the **Create Signature** dialog box, click **New**.
- 4 In the **Create New Signature** dialog box, name the signature **Personal2**. Click **Next**.
- 5 In the **Edit Signature** dialog box, key: **Marcus** (see Figure 1.47). Select the text. Click **Font**.
- 6 Format the text **Comic Sans MS, 12 pt., purple**. Click **OK**. Click **Finish**. Click **OK**.
- 7 On the **Mail Format** tab, click the **Signature for new messages** drop-down arrow. Click **Personal2**. Click **OK**.
- 8 Click **New Mail Message** .
- 9 **CHECK** Your screen should look like Figure 1.48. Save your e-mail as: **o1rev-[your first initial and last name]1**. Close the file.

## 1 Create an E-mail Signature

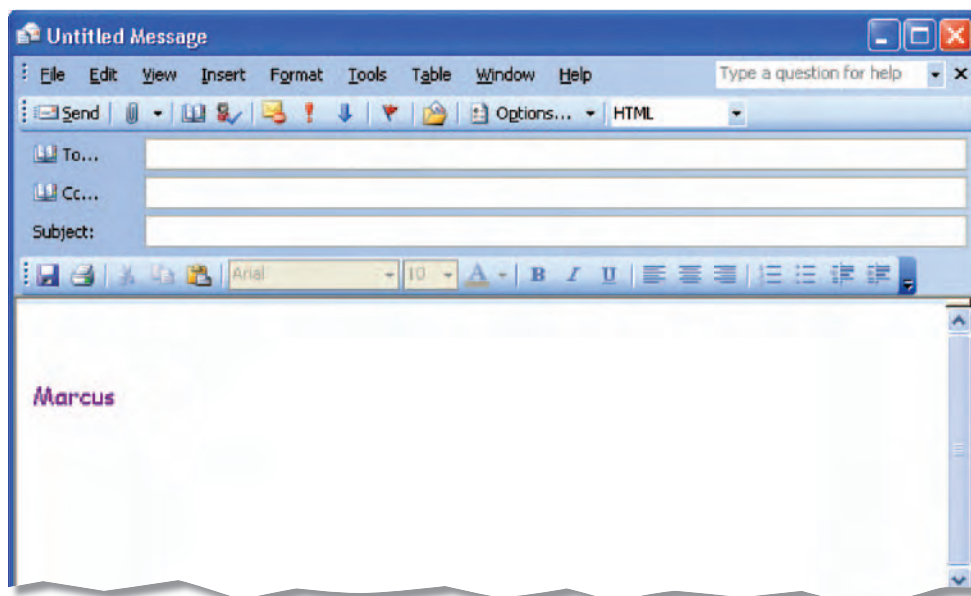
Follow the steps to complete the activity.

**Solution** Use the file **o1rev1-SF** as a solution file for this activity.

**FIGURE 1.47** Personal2 signature



**FIGURE 1.48** New message with signature




## LESSON

## 1

## Practice It Activities

## Step-By-Step



- 1 Open your saved **o1rev-1** file.
- 2 In the **To** box, key the e-mail address of a classmate assigned by your teacher.
- 3 In the **Subject** box, key: **Study Time**.
- 4 In the message body, key the text shown in Figure 1.49.
- 5 Click the **Insert File** drop-down arrow. Click **File**. Locate the data file **Study**. Click **Insert**.
- 6 Click **Importance: High** .
- 7 **CHECK** Your screen should look similar to Figure 1.50.
- 8 Save your e-mail as: **o1rev-[your first initial and last name]2**. Close the file.

**New Student Strategy** If a student did not complete Practice It Activity 1, then the solution file for that activity can be used as a data file for this activity.

**Solution** Use the file **o1rev2-SF** as a solution file for this activity.

## Lesson 1: Practice It Activities

## 2 Compose an E-mail



Follow the steps to complete the activity. You must complete Practice It Activity 1 before doing this activity.

FIGURE 1.49 New message

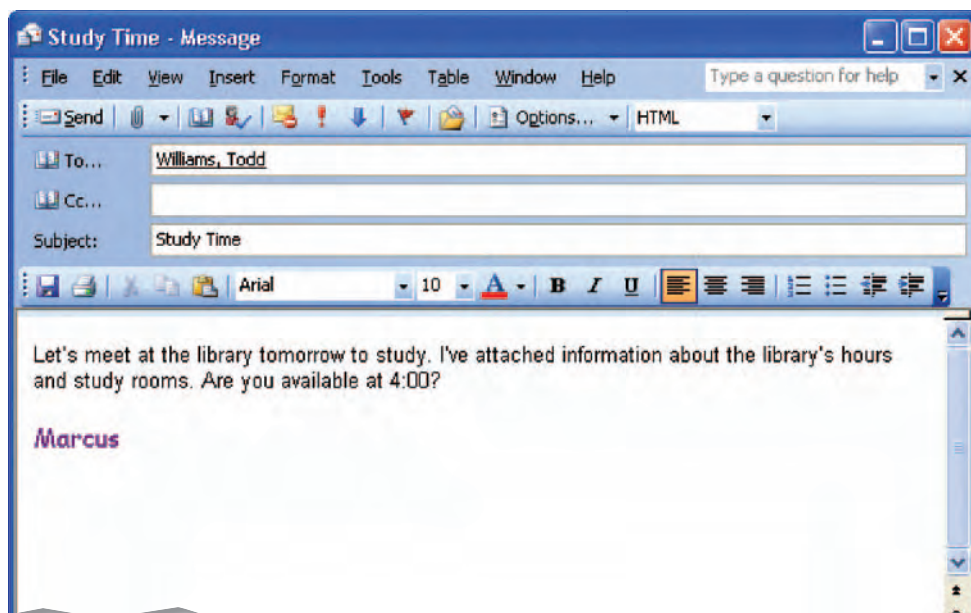
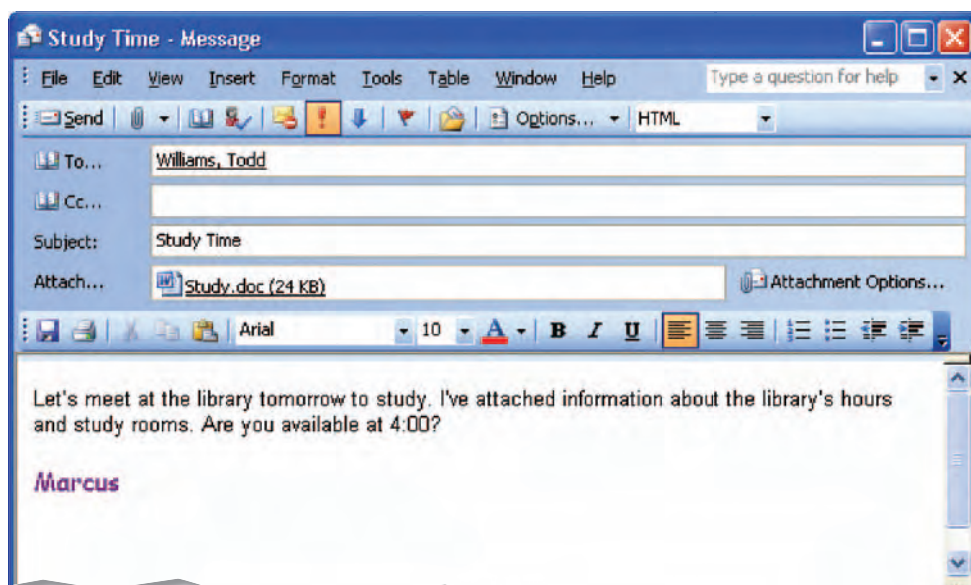


FIGURE 1.50 E-mail with attachment




## LESSON

## 1

## Practice It Activities

## Step-By-Step



- 1 Sign in to MSN Messenger.
- 2 Click the **Smart Tag**  on your toolbar. Click **Send an Instant Message**.
- 3 In the **Send an Instant Message** box, select the contact assigned to you by your teacher. Click **OK**.
- 4 Key the message shown in Figure 1.51. Click **Send**.
- 5 Choose **Actions>Send a File or Photo**.
- 6 Locate and select the data file **Study.doc**. Click **Open**.
- 7 **iCHECK** Your screen should look similar to Figure 1.52.
- 8 Choose **File>Save as**. Save the conversation as: o1rev-[your first initial and last name]3.
- 9 Close the **Conversation** box. Sign out of MSN Messenger.

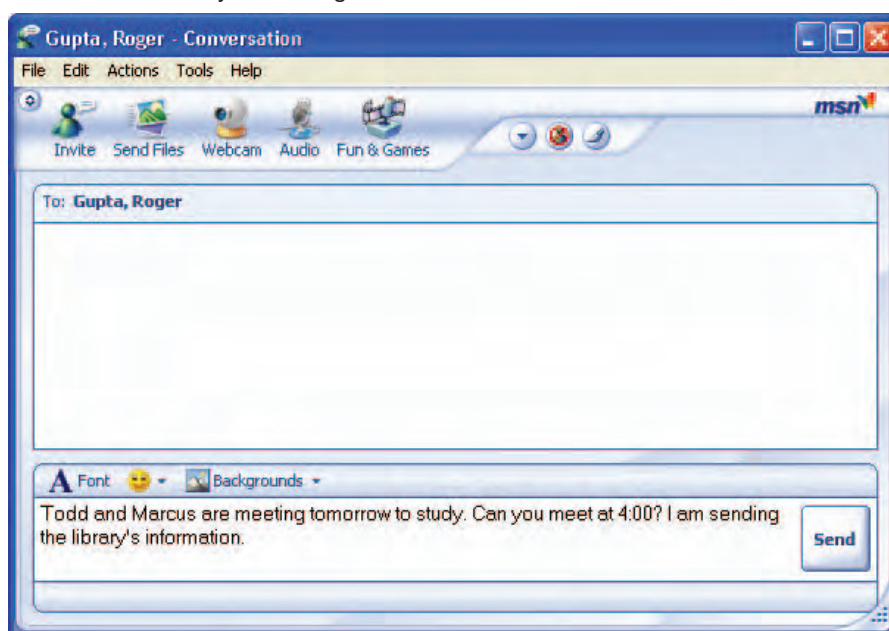
**Teaching Tip** Assign students contacts so they can complete the activity.

**Solution** Use the file o1rev3-SF as a solution file for this activity.

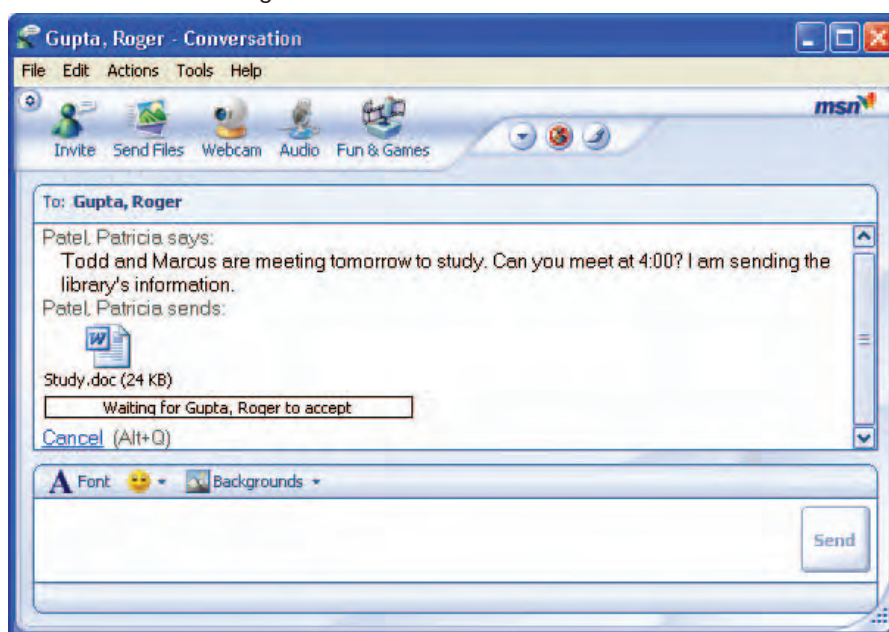
## 3 Send an Instant Message

Follow the steps to complete the activity.

**FIGURE 1.51** Keyed message



**FIGURE 1.52** Message with attachment



## LESSON

## 1

## You Try It Activities

## Step-By-Step

- 1 Create a new default Signature for:  
[Your Name]  
Project Manager  
New Product Development
- 2 Open a new message.
- 3 In the **To** box, key the e-mail address supplied by your teacher.
- 4 Key the **Subject Revised Schedule**.
- 5 Key the message text shown in Figure 1.53.
- 6 Attach the data file **Revised\_Schedule.doc** to the e-mail.
- 7 Set the Importance to **High**.
- 8 Set the Sensitivity to **Confidential**.
- 9 Flag the e-mail so that you will follow up on it today.
- 10 **CHECK** Your screen should look similar to Figure 1.54. Save the e-mail as: **o1rev-[your first initial and last name]4**. Close the file.

**Solution** Use the file **o1rev4-SF** as a solution file for this activity.

## Lesson 1: You Try It Activities

## 4 E-mail an Attachment

You are the project manager for a new product being developed by your company. The deadlines for your project have been changed. You decide to send a copy of the revised schedule to one of your coworkers.

FIGURE 1.53 E-mail message

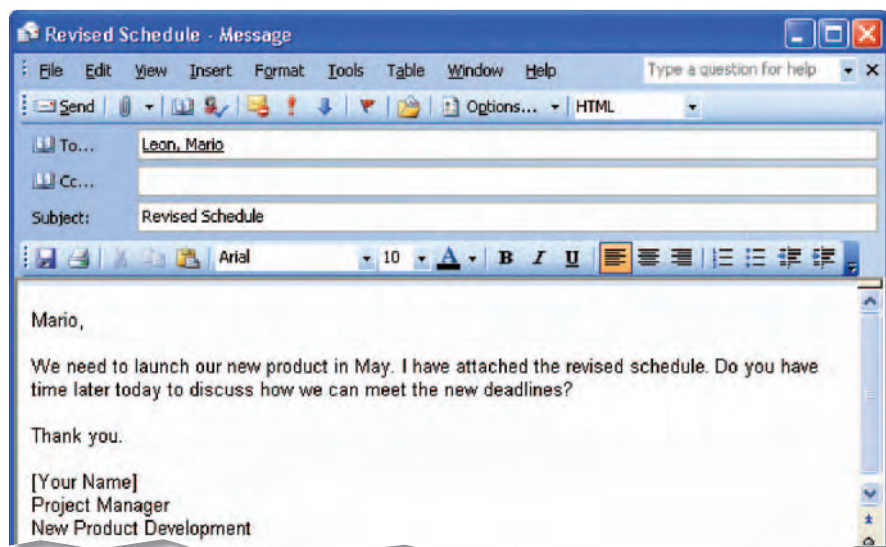
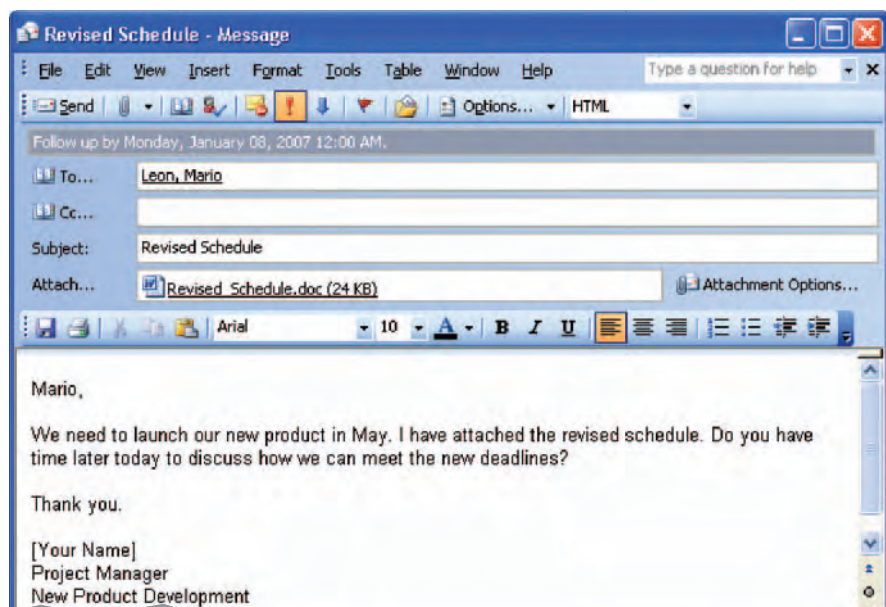


FIGURE 1.54 Flagged e-mail




## LESSON

## 1

## You Try It Activities

## Step-By-Step



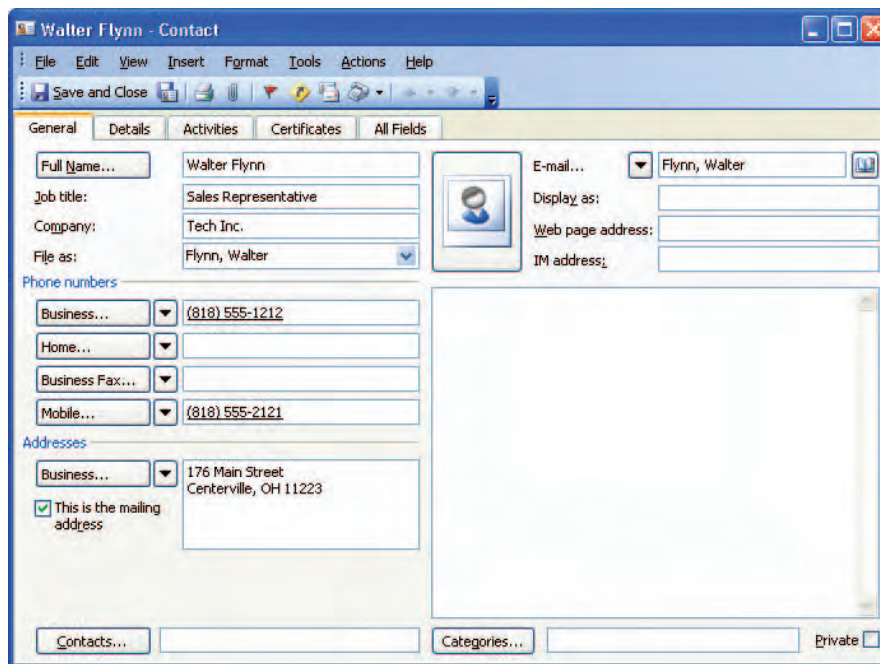
- 1 In the **Navigation** pane, open your **Contacts**.
- 2 Open a **New Contact** card.
- 3 Next to **Full Name**, key the name of your assigned classmate. Next to **E-mail**, key your assigned classmate's e-mail address.
- 4 Enter the remaining information shown in Figure 1.55.
- 5 Click **New Message to Contact** .
- 6 Click **OK** in the warning box to save the Contact information.
- 7 Key the text shown in Figure 1.56 into the new e-mail.
- 8 Create a signature with your name, Project Manager, Product Development.
- 9 **CHECK** Your e-mail should look similar to Figure 1.56.
- 10 Save your e-mail as: **o1rev-[your first initial and last name]5**. Close the file. Close the new contact. Close Outlook.

## 5 E-mail a New Contact

At the sales conference you attended last week, you met a potential buyer for your new product. You decide to add this potential buyer to your Contacts list so you can send him e-mail messages more easily.

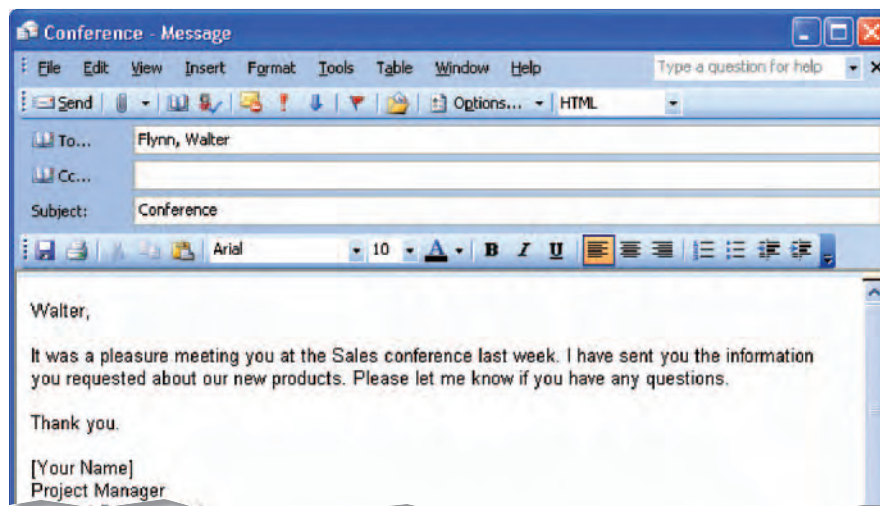
**Solution** Use the file **o1rev5-SF** as a solution file for this activity.

**FIGURE 1.55** New contact



**Teaching Tip** The name and e-mail address shown in Figure 1.55 are for reference only. In Step 3, give each student a classmate's name and e-mail address for the Contact card.

**FIGURE 1.56** E-mail to contact



## LESSON

## 1

## Critical Thinking Activities

6 Beyond the Classroom Activity 

**Beyond the Classroom Activity**  
Students' e-mails should be brief notes stating that the requested interview schedule is attached. The e-mail should have an attached file named *Schedule*. The message should be flagged as important.

**Standards at Work Activity**  
Students should create three contacts. Each should contain a fictitious name, the contact's position and company, and the contact's business telephone and e-mail address.

**21st Century Skills Activity**  
Student e-mails should propose a time to meet; explain why it is important to be punctual; offer methods of assuring punctuality; and have a flag to indicate that a reply is required by the end of the day.

**Communicate by E-mail** The company you work for is hiring a new human resources manager. Your supervisor has given you a list of candidates for the position. You have created an interview schedule and now you need to e-mail it to your supervisor.

Using what you learned in this lesson:

- Create a brief e-mail to your supervisor. Tell her that the interview schedule she requested is attached.
- Attach the data file *Schedule* to your e-mail.
- Flag the e-mail as important.
- Send the e-mail to your teacher.

Save your e-mail as: o1rev-[your first initial and last name]6.

## 7 Standards at Work Activity

 Microsoft Office Specialist Correlation OL03S-1-5

*Create contacts*

**Keep Track of Contact Information** You attended a one-week corporate workshop. While at the workshop, you met three people who do work similar to yours for different companies. Create three new contacts and enter the information for these three people. Include each person's:

- Name
- Position
- Company
- Business telephone number
- E-mail address

Save and close your new contacts.

## 8 21st Century Skills Activity

**Emphasize Punctuality** When people are not punctual, a business loses time, money, and efficiency. You are a project manager in charge of five people. Compose an e-mail message to your group proposing a time to meet to discuss the importance of punctuality. Ask them to each send you one reason why being punctual is important. In the message, be sure to add a flag indicating that a reply is required by the end of the following day. Save the e-mail as: o1rev-[your first initial and last name]8. Send the e-mail to your teacher's e-mail address.

## Student Online Learning Center

Go to the book Web site to complete the following review activities.

**Interactive Review**

To review the main points of this lesson, choose **Interactive Review>Outlook Lesson 1**.

**Online Self Check**

Test your knowledge of the material in this lesson by choosing **Self Checks>Outlook Lesson 1**.

iCheck.glencoe.com 

## LESSON

## 1

## Challenge Yourself Projects



**Answers** Rubrics for each Challenge Yourself Project are available at [iCheck.glencoe.com](http://iCheck.glencoe.com) and on the Teacher CD. You may want to download the rubrics and make them available to students as they complete each project.

## 9 Create Contacts



**LEVEL** This is an intermediate level project.

**Organize Information** While attending a weekend conference about new trends in technology, you met three people you want to get to know better. All of these three people work for the same company. Create a contact for one of these people. Include the following information:

- Person's name
- Company name
- Person's position
- Business address
- Notes about the company

Create the other two contacts by making copies of the first contact so you do not need to key any of the company information again. (Hint: Use Copy and Paste from the list of contacts.) Then, compose an e-mail to one of your new contacts. Save the e-mail as: **01rev-[your first initial and last name]9**.

## 10 Evaluate E-mail



**LEVEL** This is an intermediate level project.

**Persuasive Essay** Think about the effect e-mail has on your life. Write a persuasive essay stating your opinions about e-mail. Support the use of e-mail as a positive way to communicate *or* as less effective than face-to-face conversations. Back up your argument with at least two examples.

When you are done with your persuasive essay, compose an e-mail to your teacher. Write a brief message, attach your essay to the e-mail, and then send the e-mail to your teacher. Save your essay as: **01rev-[your first initial and last name]10**.

## 11 Think About Technology



**LEVEL** This is an advanced level project.

**Perform an Interview** Interview one of your classmates. Make up a list of four or five questions about how technology affects their lives. Include:

- What are some examples of technology that you use every day (i.e., cars, televisions, etc.)?
- How would your life be different if you did not have this technology?
- How do you think your life would be different if you were born fifty years in the future?

After your interview, key the interview results in a Word document. Save the document as: **01rev-[your first initial and last name]11**. Create a new e-mail message with the subject **01rev11**. In the message, key a brief summary of what you learned in the interview. Attach the Word document to the e-mail and send the e-mail to your teacher.

## LESSON

## 2

## Scheduling

## You Will Learn To:

- Switch views in the Calendar
- Add appointments and events
- Schedule meetings and resources
- Accept, decline, and propose new meeting times
- Update and cancel meeting requests
- Set Calendar options and work with tasks

## Standards

The following standards are covered in this lesson. Refer to pages xxiv and 491 for a description of the standards listed here.

## ISTE Standards Correlation

NETS•S	Performance Indicator
3, 4	5

## Microsoft Office Specialist Correlation

## OL03S

1-6, 2-1, 2-2, 2-3, 2-4



The business world runs on appointments and meetings. Keeping track of all these meetings can be overwhelming. In this lesson, you will learn why Outlook Calendar is a useful scheduling tool. You will use the Calendar to schedule appointments and meetings. You will also use the Calendar to send notices about meetings, to accept and decline meetings, and to propose new times for meetings.

## 21st CENTURY SKILLS

◀ See page TM67 for answer to 21st Century Skills.

**Manage Your Time** It is often difficult to keep track of all the things you need to do and of all the places you need to be. Setting a realistic schedule can keep you from becoming overscheduled. Try recording all of your activities in a calendar or daily planner. Allow enough time between activities. That way, you have some extra time to spare should an unexpected event occur. Managing your time well can keep the day from becoming a race you can never win!

*How can keeping a schedule help you at school?*

## Study Skill

**Reading Skills** Try the SQ3R approach to reading. **Survey**, or look over, the passage before you read it. Ask yourself **questions** that you think will be answered. **Read** the text. Then **recite**, or go over in your mind, what you read. Finally, **review** the text.





## LESSON

## 2

## Key Terms

Knowing these terms will help you complete the exercises in this lesson.  
Use this chart as a study guide when you review the lesson.

See page TM36 for English Learner activity suggestions.

Key Term	Definition	Page Number
<b>Appointment</b>	A scheduled activity that lasts a fixed amount of time. You do not invite others to appointments.	348
<b>Appointment area</b>	The middle region of the Calendar that displays the Day, Week, Work Week, or Month views of the Calendar.	347
<b>Assign</b>	To give ownership of a task to another person when a task is created.	359
<b>Attendee</b>	A person asked to attend a meeting.	350
<b>Calendar</b>	Part of Outlook that you use to schedule meetings and appointments.	347
<b>Date Navigator</b>	A small calendar at the top of the Navigation pane that displays one month at a time. Provides a quick way to view dates.	347
<b>Day view</b>	Calendar view that displays a single day.	347
<b>Delegate</b>	To redirect a task for another person to complete.	360
<b>Event</b>	A scheduled activity that lasts at least 24 hours. You do not invite others to events.	349
<b>Meeting</b>	A scheduled activity to which you invite others.	350
<b>Meeting Request</b>	An e-mail that invites individuals to attend a meeting.	350
<b>Month view</b>	Calendar view that displays an entire month.	347
<b>Resources</b>	Items, such as an overhead projector, that are used in meetings.	351
<b>Task</b>	A duty or assignment that you want to track until it is completed.	357
<b>Task list</b>	The group of tasks that appears in the Tasks folder.	357
<b>Tentative</b>	A button you click if you are not sure if you can attend a meeting.	353
<b>Week view</b>	Calendar view that displays all seven days of the week.	347
<b>Work Week view</b>	Calendar view that displays the five days of the work week (Monday through Friday). Can be adjusted to show an individual's own work days and times.	347

**Tech Tip**

To quickly access the schedule for a given date, click the date you need to view on the **Date Navigator**.

## LESSON

## 2

## Key Concepts

Although Microsoft Outlook 2003 is best known as an e-mail application, it is also an effective tool for scheduling your time. In this lesson, you will learn how to use the Outlook Calendar and Tasks functions.

### The Outlook Calendar

In today's hectic world, the Outlook Calendar can help you keep track of the details of both your personal and professional life. There are a variety of ways that you can view the Outlook Calendar. You can look at a single day, broken down by the half hour, or you can look at an entire month at once. You can use the calendar to schedule appointments, such as a doctor's appointment or monthly hair cut. If you choose, Outlook will remind you of your appointment beforehand.

### Scheduling Meetings

The Outlook Calendar is often used to schedule meetings. One person can use Outlook to e-mail meeting attendees with a proposed meeting time and place. If a meeting attendee accepts the meeting time and place, Outlook will place it on his or her calendar. However, if one of the attendees cannot meet at that time, Outlook can be used to reschedule the meeting—including revising all of the attendees' calendars. This streamlines the process of organizing meetings and provides a built-in reminder of the meeting.

In this lesson, you will learn how to use the Outlook Calendar, including scheduling events (such as a meeting), inviting attendees to your event, and scheduling resources for the event. You will also learn how to accept or decline a meeting request and propose a different time for a meeting.

### Outlook Tasks

Outlook also allows you to keep track of tasks, assignments, projects, and more through the Tasks function. You can schedule the different tasks that you need to complete. Outlook will remind you of deadlines and will help you track your progress on each task. This is especially helpful for people who are forgetful or who are juggling many assignments. You can also assign tasks to others. Outlook will mail the task assignment to the person to whom it was assigned. That person then has the option to accept, decline, or pass the task on to someone else. Outlook will let you know the person's response. In this lesson, you will learn to create, modify, assign, accept, and decline tasks.

#### Reading Skill

##### Use Two-Column Notes After Reading

Two-column notes are helpful reading review tools. To use this method, cover the right column with a piece of paper. After looking at the idea on the left, test yourself by coming up with as much information about the topic as you can. Slide the paper down to see if your response was correct. Take notes as you read this lesson to try out this technique.

## Step-By-Step

- 1 Start **Outlook**.
- 2 In the **Navigation** pane, click **Calendar**.
- 3 On the **Standard** toolbar, click **Month**.
- 4 **CHECK** Your screen should look similar to Figure 2.1.
- 5 Locate the **Date Navigator** (see Figure 2.2).
- 6 In the **Date Navigator**, click the **right arrow** to see the next month.
- 7 In the **Date Navigator**, click the **left arrow**.
- 8 Click **Week**. The **Week** view will appear.
- 9 Click **Work Week**. The **Work Week** view will appear.
- 10 Click **Day**.
- 11 **CHECK** Your screen should look similar to Figure 2.2.
- 12 Continue to the next exercise.

**Step-By-Step Tip** In Step 6, make sure students left-click on the right arrow.

### Lesson 2: Exercise 2-1

## EXERCISE 2-1: Explore Calendar Views



The **Calendar** is the part of Outlook where you schedule meetings and appointments. The **Appointment area** is the middle section of the Calendar window. You can use the **Day**, **Work Week**, **Week**, and **Month** views to display different calendars in the Appointment area. The **Date Navigator** is the small calendar at the top of the Navigation pane. Use this calendar to change and view dates quickly.

FIGURE 2.1 Month view

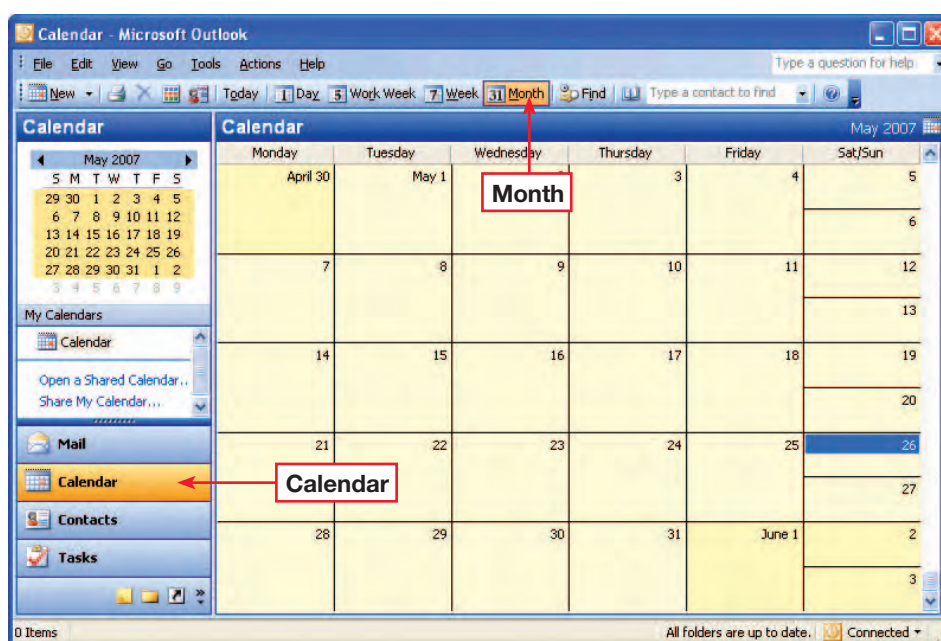
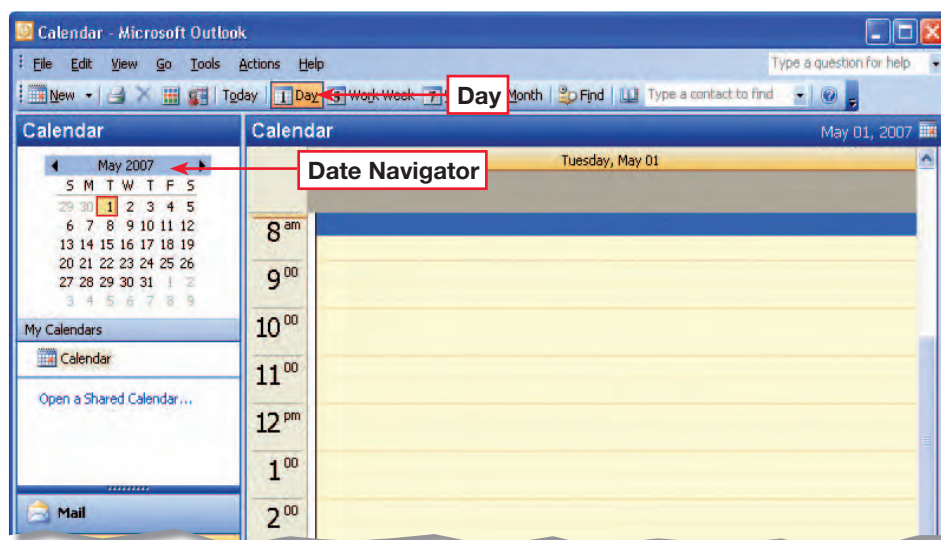


FIGURE 2.2 Day view



## Step-By-Step

- 1 In the **Calendar**, click **31 Month**.
- 2 Choose **File>New>Appointment**.
- 3 In the **Appointment** dialog box, in the **Subject** box, key: **Project Meeting**.
- 4 Click the **Start time** date drop-down arrow (see Figure 2.3). Click **Today**.
- 5 Click the **Start time** drop-down arrow next to the time.
- 6 Scroll down and select **1:00 PM**.
- 7 Click the **End time** drop-down arrow next to the time.
- 8 Select **3:00 PM**.
- 9 Click **Save and Close**.
- 10 **CHECK** Your screen should look similar to Figure 2.4.
- 11 Continue to the next exercise.

**Teaching Tip** Let students know that if an appointment will occur regularly, they can click **Recurrence** in the **Appointment** dialog box.

## EXERCISE 2-2: Add an Appointment to the Calendar



Outlook is a useful tool for scheduling and recording appointments. An **appointment** is an activity that lasts a fixed amount of time. Use the Appointment dialog box to select when your appointment will start and end. What you key into the Appointment's Subject box is what appears on your calendar once the appointment is saved and closed.

FIGURE 2.3 Appointment dialog box

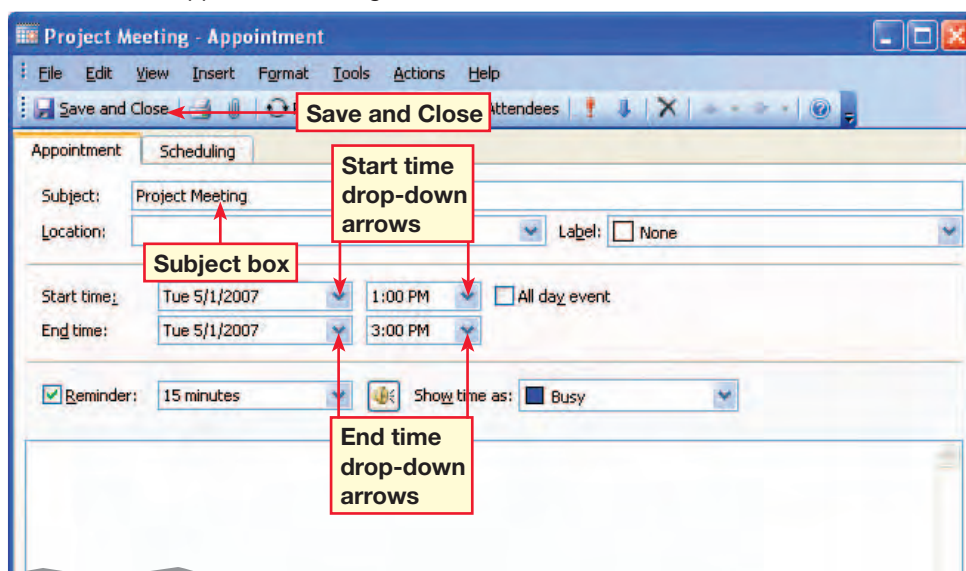
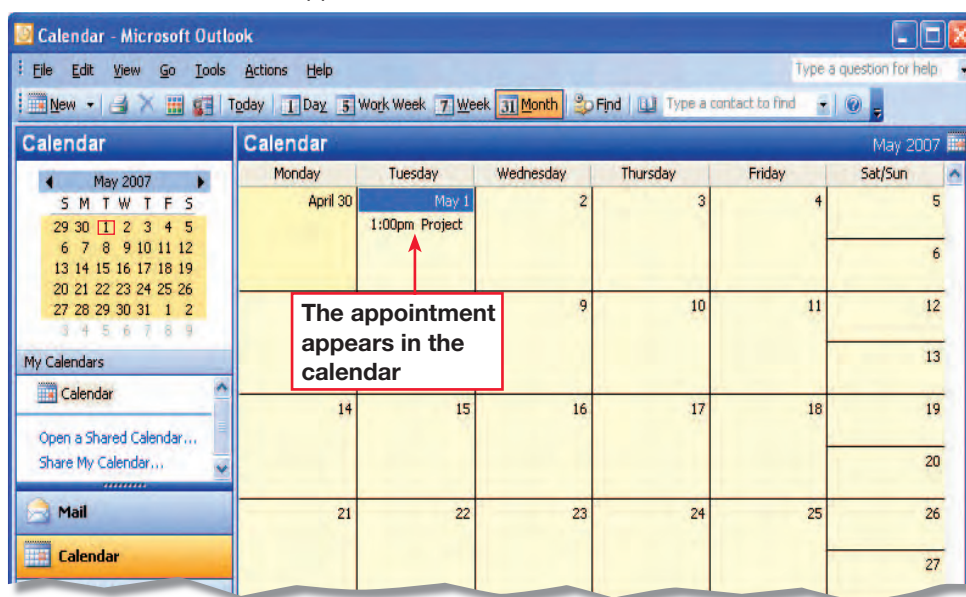


FIGURE 2.4 Scheduled appointment



## Step-By-Step

- 1 In the **Calendar**, choose **File>New>Appointment**.
- 2 In the **Appointment** dialog box, in the **Subject** pane, key: **Team Conference**.
- 3 Click the **All day event** checkbox.
- 4 Click the **Start time** drop-down arrow.
- 5 On the calendar, select the first **Thursday** that follows your current date.
- 6 Click the **End time** drop-down arrow.
- 7 Select the **Sunday** that follows the Thursday.
- 8 Click the **Show time as** drop-down arrow. Select **Out of Office** (see Figure 2.5).
- 9 Click **Save and Close**.
- 10 **CHECK** Your screen should look similar to Figure 2.6.
- 11 Continue to the next exercise.

**EL** Make sure English Learners understand the word **event** by asking for examples of events.

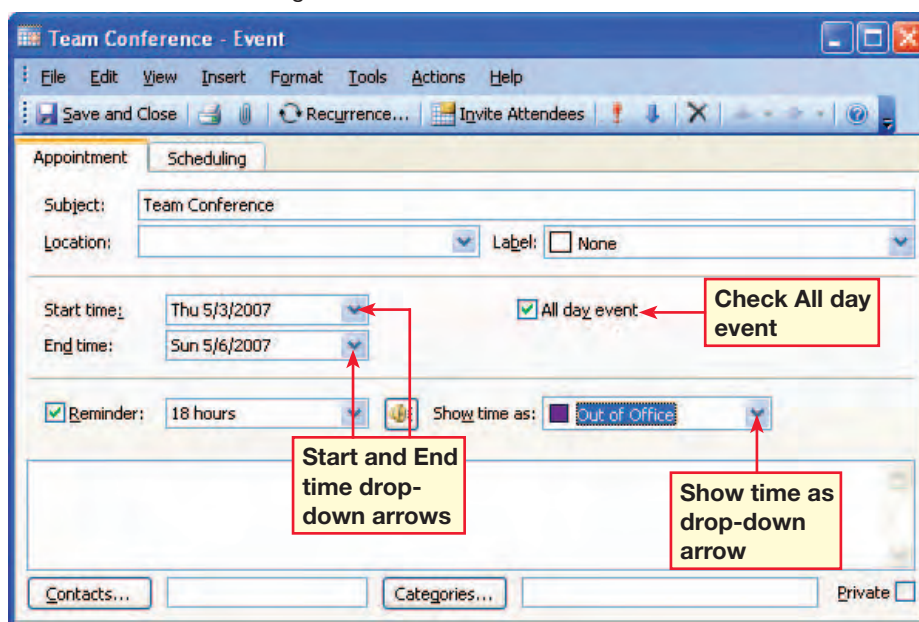
### Lesson 2: Exercise 2-3

## EXERCISE 2-3: Schedule an Event

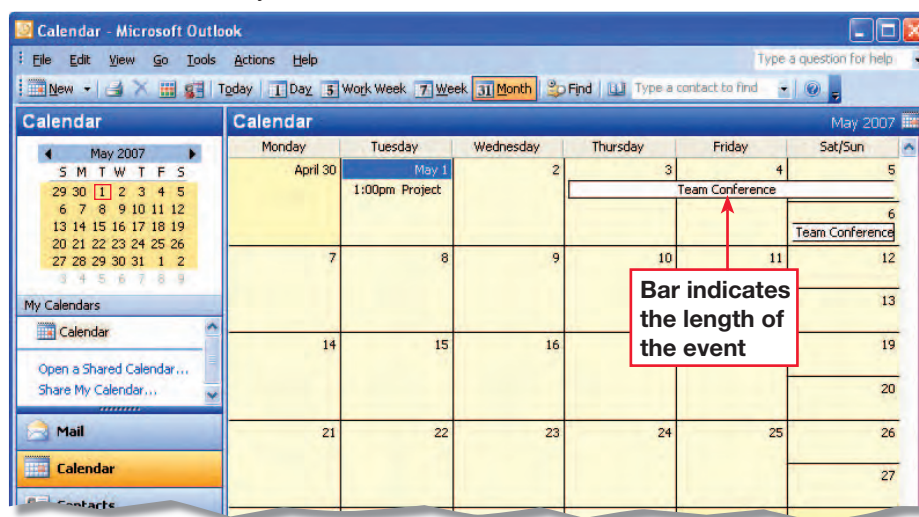


An **event** is a scheduled activity that lasts one or more days. When you schedule an event or any other appointment, you can choose how you want to display your schedule to others. In the Show time as box, you can select Free, Tentative, Busy, or Out of Office. While these four options are color-coded, you do not see these colors when you save and close an appointment. These colors are only seen when others view your schedule.

**FIGURE 2.5** Event dialog box



**FIGURE 2.6** Four-day conference scheduled



## Step-By-Step

- 1 In the **Calendar**, choose **File>New>Meeting Request**.
- 2 In the **Meeting** dialog box, in the **To** box, key the e-mail address provided by your teacher.
- 3 In the **Subject** box, key: **Team Meeting**.
- 4 In the **Location** box, key: **Conference Room**.
- 5 Click the **Scheduling** tab (see Figure 2.7).
- 6 For **Meeting start time**, select the first **Monday** after your current date. Select a **start time of 9:00 AM**.
- 7 For **Meeting end time**, select that same **Monday**. Select an **end time of 10:00 AM**.
- 8 Click the **Appointment** tab. Notice the meeting times have been added. Click **Send**.
- 9 **CHECK** Your screen should look similar to Figure 2.8. Continue to the next exercise.

**Troubleshooting** Explain to students that all attendees must use a network with Microsoft Exchange Server.

**Teaching Tip** The e-mail addresses shown throughout this lesson are for reference only. Pair students to send meeting requests to each other.

### Lesson 2: Exercise 2-4

## EXERCISE 2-4: Schedule Meetings and Invite Attendees



An appointment to which you invite others is known as a **meeting**. You send people a **Meeting Request** when you want to invite them to a meeting. The people that you invite to a meeting are called **attendees**. In this exercise, you will schedule a team meeting.

FIGURE 2.7 Scheduling tab

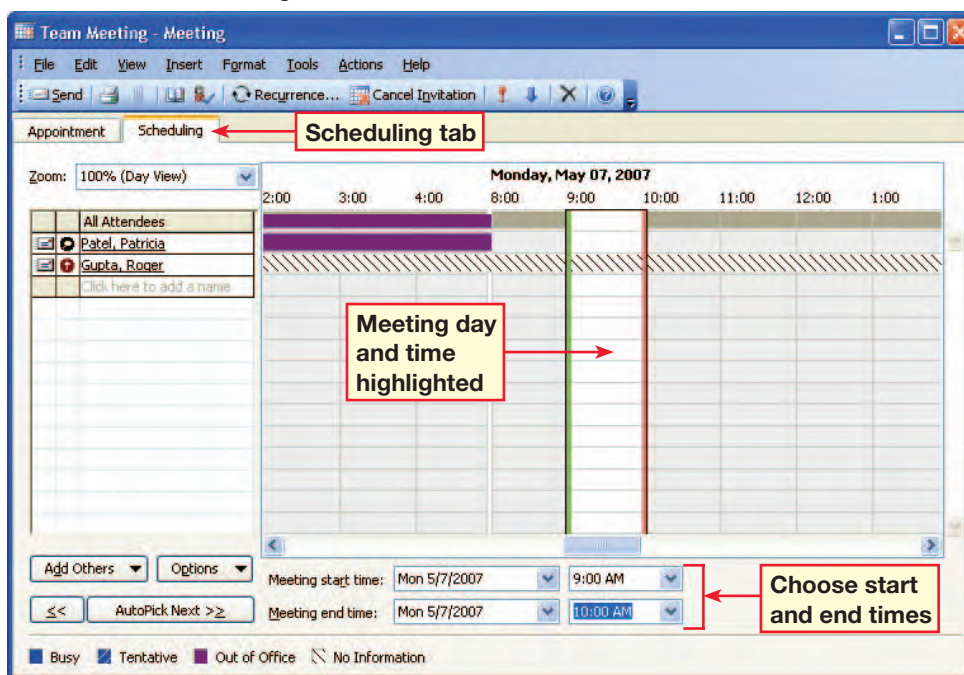
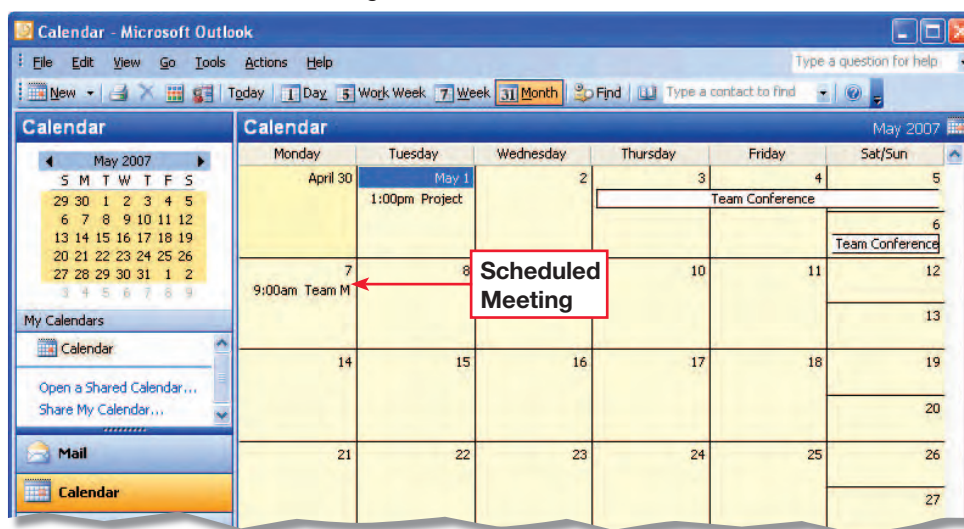


FIGURE 2.8 Scheduled meeting



## Step-By-Step

- 1 In the **Calendar**, double-click **Team Meeting**.
- 2 In the **Meeting** dialog box, click the **Scheduling** tab.
- 3 Click the **Add Others** drop-down arrow. Select **Add from Address Book** (see Figure 2.9).
- 4 In the **Select Attendees and Resources** dialog box, in the **Resources** box, key: **Projector**.
- 5 Click **OK**.
- 6 **CHECK** Your screen should look similar to Figure 2.10.
- 7 Click **Close**. Do not save your changes.
- 8 Continue to the next exercise.

### Tech Tip

You can turn an appointment into a meeting by clicking the **Invite Attendees** button in the **Appointment** dialog box.

## EXERCISE 2-5: Schedule Resources for a Meeting



In addition to inviting attendees, you can also use Outlook to schedule resources. **Resources** are items that you need to conduct a meeting. Resources might include the conference room where the meeting is to be held, a speakerphone that you need for a conference call, or a projector that you need to show a PowerPoint® presentation.

FIGURE 2.9 Team Meeting scheduling tab

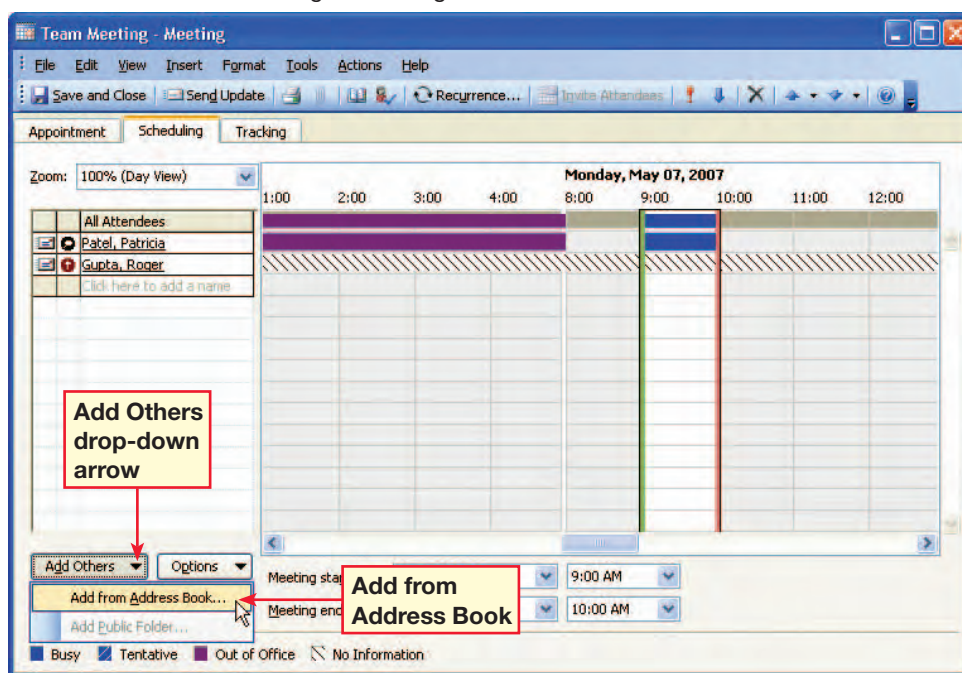
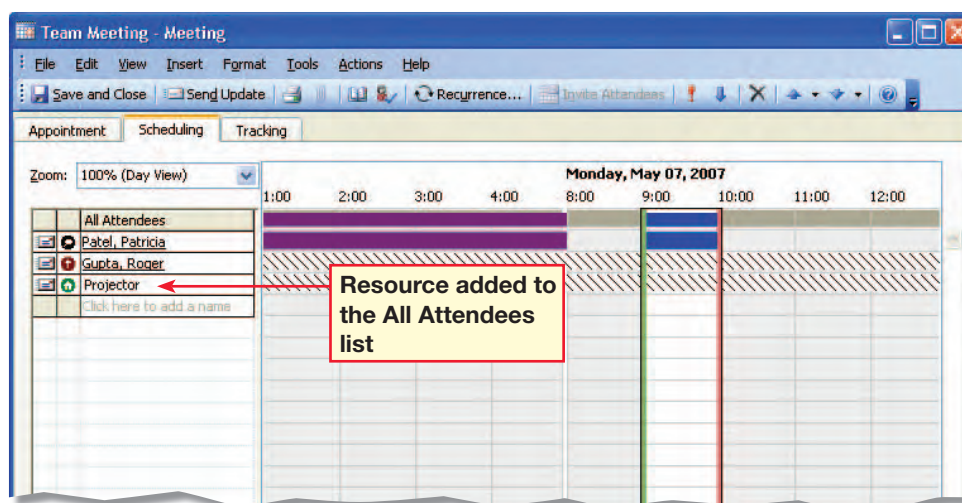




FIGURE 2.10 Resource added



## Step-By-Step

- 1 In the **Calendar**, double-click **Team Meeting**.
- 2 In the dialog box, change the **Start time** to **10:00 AM**.
- 3 Click in the message area (see Figure 2.11). Key: **I have a 9:00 AM conference call that day.**
- 4 On the toolbar, click **Send Update** .
- 5 In the **Calendar**, double-click **Team Meeting**.
- 6 Choose **Actions > Cancel Meeting**.
- 7 In the warning box, make sure **Send cancellation and delete meeting** is selected. Click **OK**.
- 8 In the message area, after **I have a 9:00 AM conference call that day.** Key: **Can we reschedule for next week?**
- 9 Click **Send** .
- 10 **CHECK** Your screen should look similar to Figure 2.12.
- 11 Continue to the next exercise.

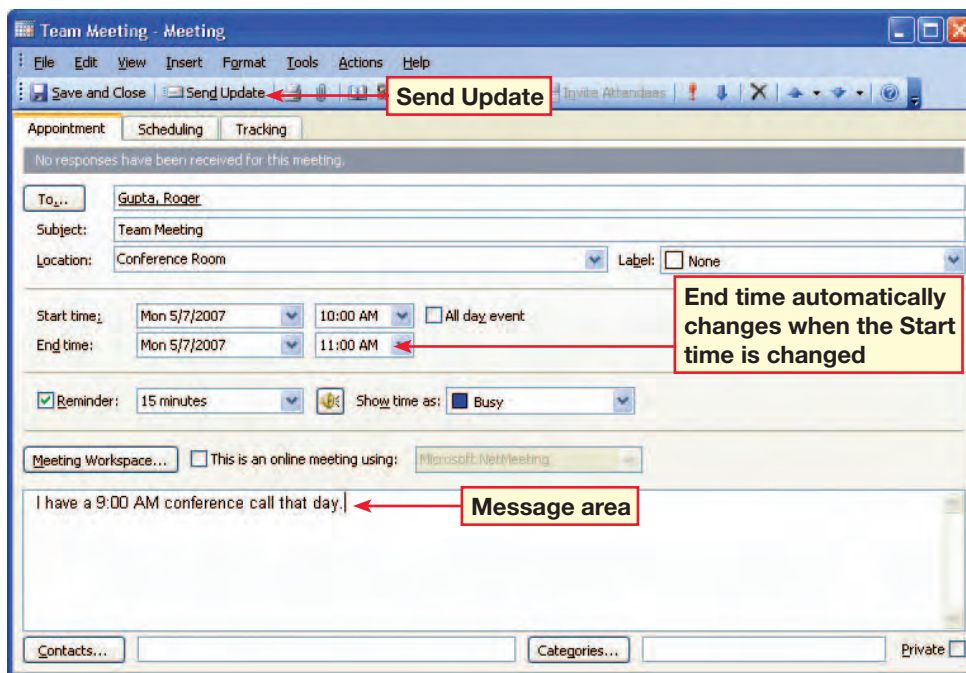
**Teaching Tip** Have students use your e-mail address if you want to receive a meeting cancellation e-mail from each student.

## EXERCISE 2-6: Update and Cancel Meeting Requests

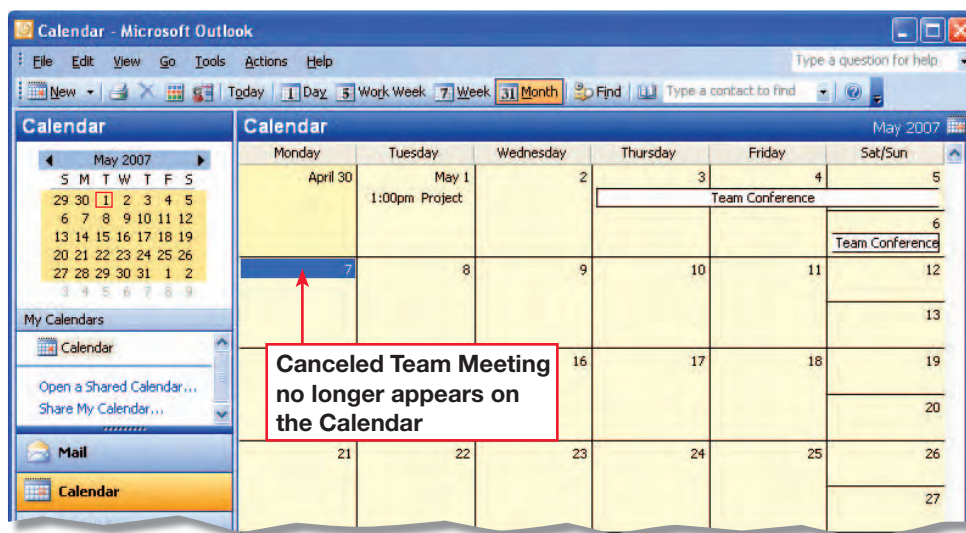


Sometimes you might need to update or cancel a meeting request after you have sent it. You can easily add an attendee or change the meeting location or time. Use the Message area to let attendees know why you have changed your meeting request. After you have modified or canceled a meeting, Outlook sends an update to the attendees.

**FIGURE 2.11** Revised meeting message



**FIGURE 2.12** Canceled meeting





## Step-By-Step

- 1 In the **Navigation** pane, click **Mail**. In the **Inbox**, select the **Employee Picnic** meeting request.
- 2 In the **Reading** pane, click **Decline**. Note the **Edit the response before sending** option is automatically selected. Click **Cancel**.
- 3 Click **Tentative**. Note the **Send a response now** option is selected. Click **Cancel**.
- 4 Click **Accept**  **Accept**. Click **Edit the response before sending**. Click **OK**.
- 5 Key the message shown in Figure 2.13. Click **Send**.
- 6 Click **Calendar**.
- 7 **CHECK** Your screen should look similar to Figure 2.14.
- 8 Continue to the next exercise.

**Step-By-Step Tip** For Step 1, send every student a **Meeting Request** for a Saturday two weeks away. The meeting time should be 9:00 AM to 1:30 PM. The request's subject should be **Employee Picnic**.

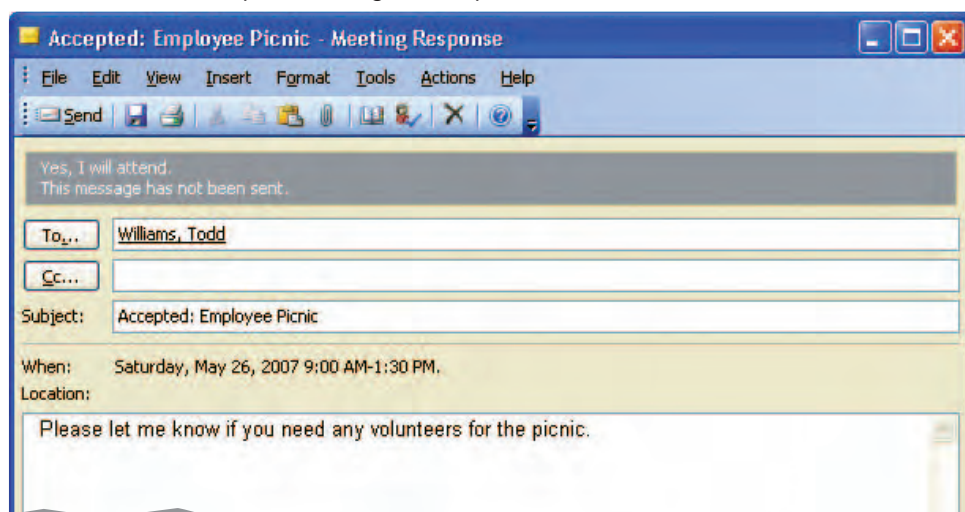
**Solution** You should receive a meeting acceptance e-mail from each student.

## EXERCISE 2-7: Accept and Decline a Meeting Request

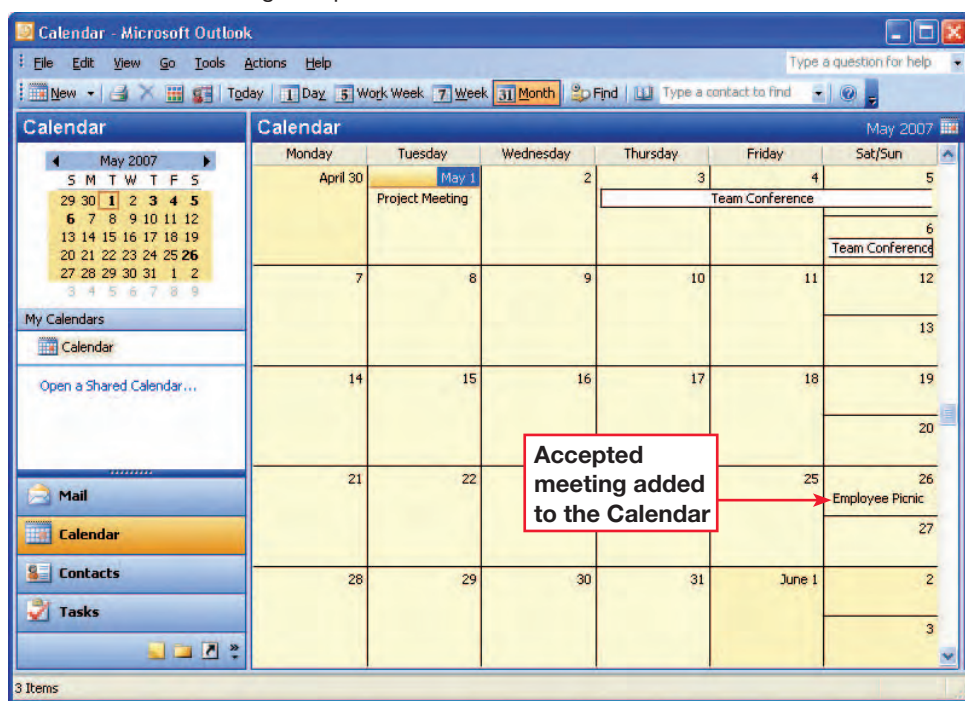


When you receive a meeting request, you can either accept or decline the invitation. You can also choose to include a message with your response. If you are not sure whether or not you will attend the meeting, click **Tentative**. If you click **Tentative**, the meeting will appear on your Calendar with a striped blue bar next to it.

**FIGURE 2.13** Accepted meeting with response



**FIGURE 2.14** Meeting accepted



## Step-By-Step

- 1 In the **Navigation** pane, click **Calendar**.
- 2 Double-click **Employee Picnic**.
- 3 In the **Event** dialog box, click **Propose New Time**.
- 4 In the **Propose New Time** dialog box, click the **Meeting start time** drop-down arrow. Select the **Saturday** a week after the scheduled Saturday (see Figure 2.15).
- 5 Click **Propose Time**.
- 6 **CHECK** Your screen should look like Figure 2.16.
- 7 Click **Send**. Your message is sent to the person who invited you to the meeting.
- 8 Continue to the next exercise.

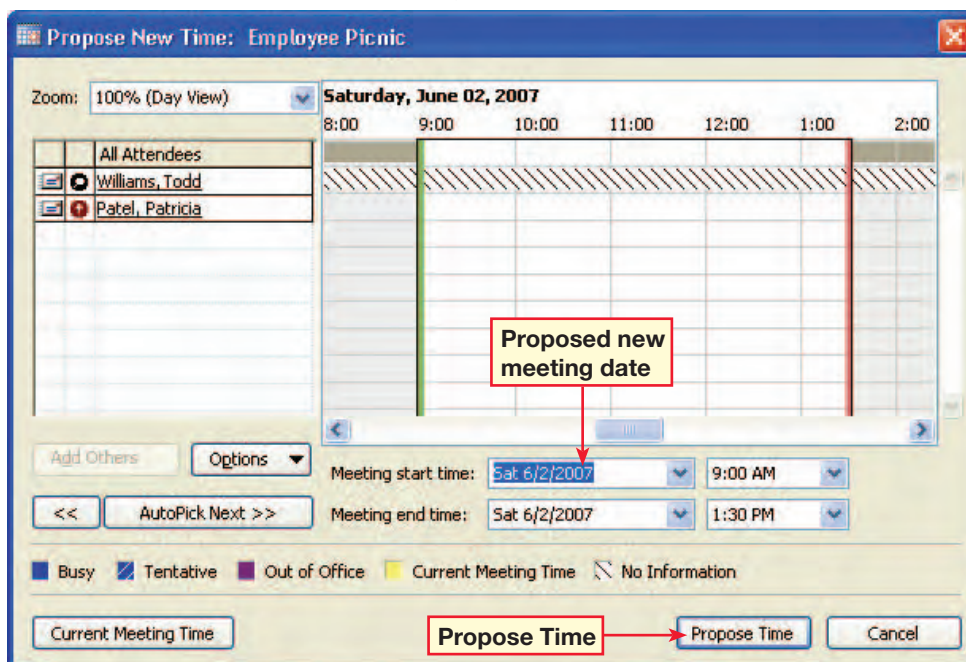
**Solution** You should receive a **New Time Proposed** e-mail from each student.

## EXERCISE 2-8: Propose a New Meeting Time

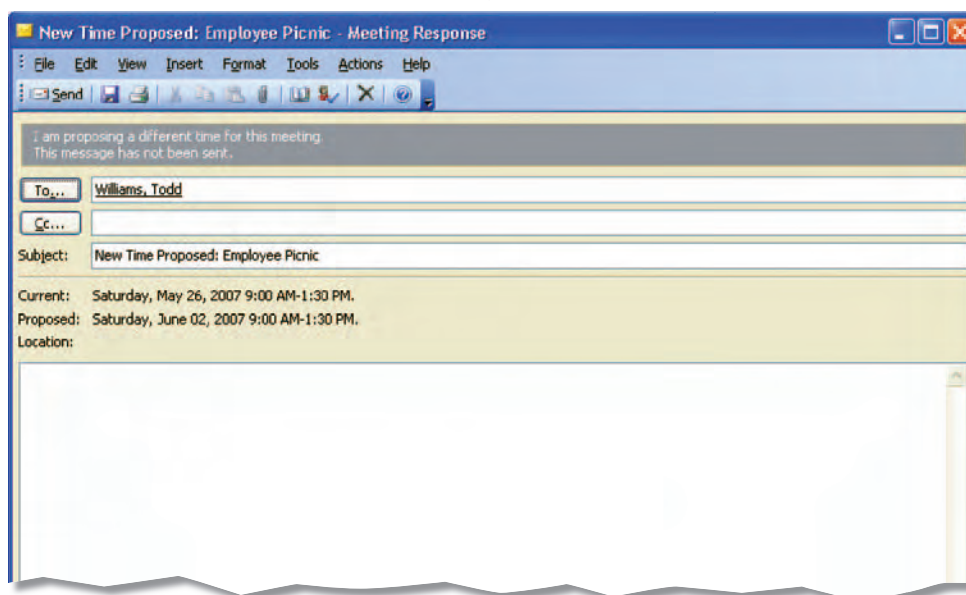


If a meeting time does not work for you, you can propose a new meeting time. You can do this when you receive a meeting request, or after you have accepted the request. Check the calendar to find a new time for the meeting.

**FIGURE 2.15** Propose New Time dialog box



**FIGURE 2.16** New Time Proposed message



## Step-By-Step

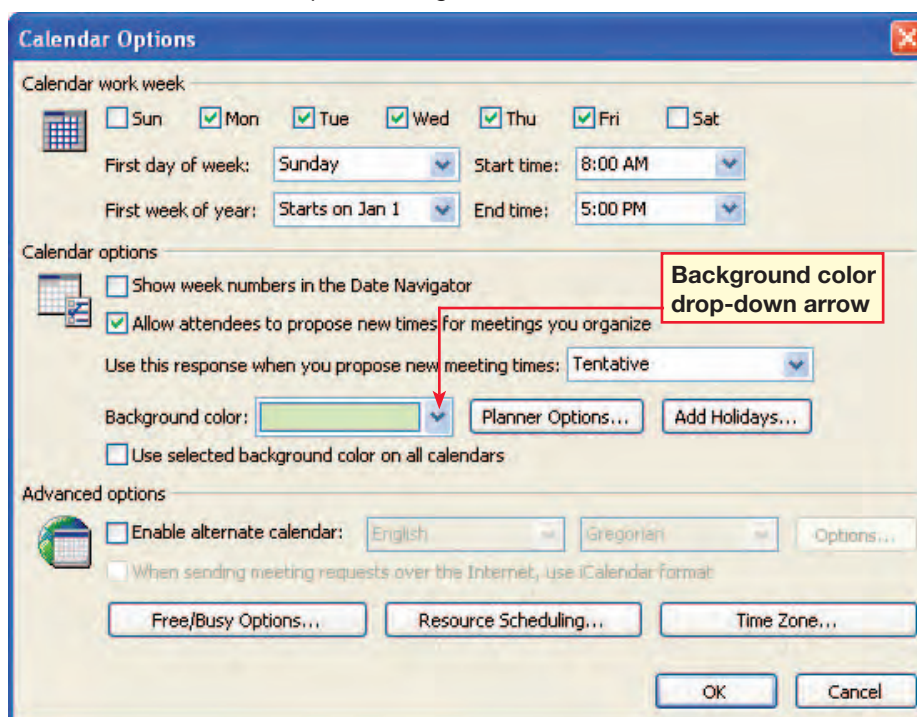
- 1 In the **Calendar**, choose **Tools>Options**.
- 2 On the **Preferences** tab, under **Calendar**, click **Calendar Options**.
- 3 In the **Calendar Options** dialog box, click the **Background color** drop-down arrow.
- 4 Choose light green (see Figure 2.17).
- 5 Click **OK**. Then click **OK** in the **Options** dialog box.
- 6 **CHECK** Your screen should look similar to Figure 2.18.
- 7 Choose **Tools>Options**. Click **Calendar Options**.
- 8 Click the **Background color** drop-down arrow.
- 9 Choose the first color. Click **OK** twice.
- 10 The background color returns to light yellow.
- 11 Continue to the next exercise.

## EXERCISE 2-9: Set Calendar Options

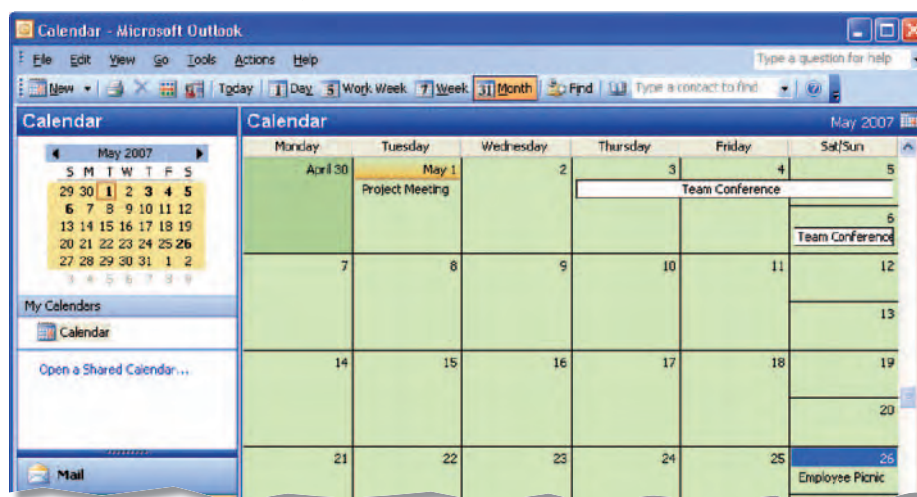


You can use the Calendar Options feature to customize your Calendar settings. For instance, you can add Holidays to your Calendar, select calendars from different countries, or change the time zone displayed in your Calendar. In this exercise, you will change your Calendar's background color.

**FIGURE 2.17** Calendar Options dialog box



**FIGURE 2.18** New background color



## Step-By-Step

- 1 In the **Calendar**, choose **Tools>Options**. Click **Calendar Options**.
- 2 Under **Calendar work week**, make sure only **Mon**, **Tue**, **Wed**, and **Thu** are selected (see Figure 2.19).
- 3 Click the **Start time** drop-down arrow.
- 4 Select **8:30 AM**.
- 5 Click the **End time** drop-down arrow.
- 6 Select **6:30 PM**.
- 7 Click **OK**. Click **OK** to close the **Options** dialog box.
- 8 Click **Work Week**.
- 9 **CHECK** Your screen should look similar to Figure 2.20.
- 10 Continue to the next exercise.

**Step-By-Step Tip** In Step 9, point out to students that in **Day** view, working hours are shaded in a lighter color than non-working hours.

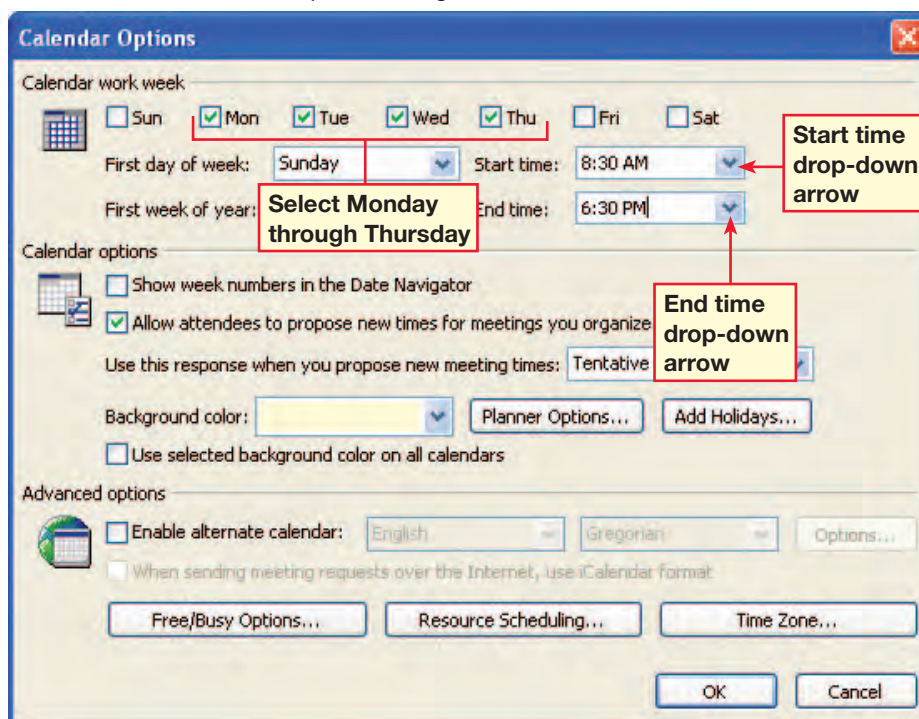
**Troubleshooting** You might want to have students change the work days and times back to their original settings.

## EXERCISE 2-10: Set Work Days and Times

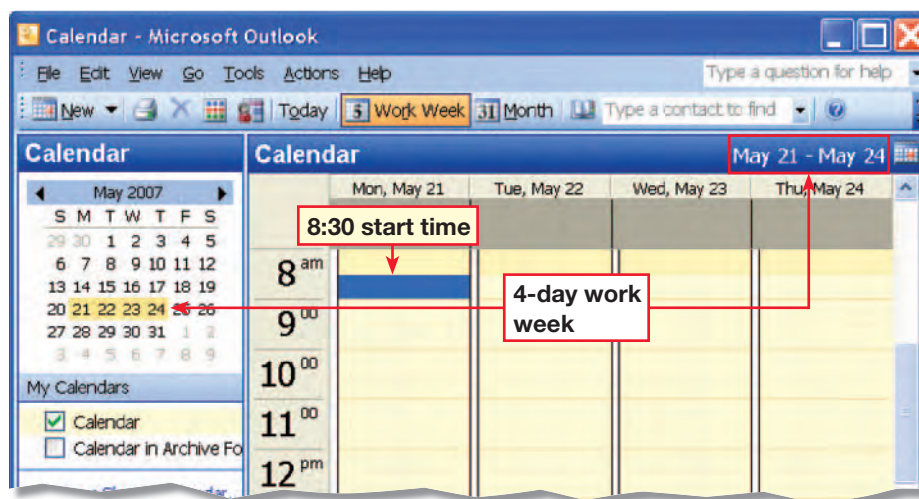


Not all companies have the same work schedule. Many companies work Monday through Friday. However, some people also work Tuesday through Saturday. Some companies also allow employees to set their own flexible hours. You can use Calendar Options to have your Calendar reflect your own work days and times.

**FIGURE 2.19** Calendar Options dialog box



**FIGURE 2.20** Calendar in Work Week view



## Step-By-Step

- 1 Choose **File>New>Task**.
- 2 Click in the **Subject** box.  
Key: **Conference Materials List**.
- 3 Click the **Due date** drop-down arrow. In the calendar, select the first **Thursday** after your current date.
- 4 Click the **Start date** drop-down arrow. Click **Today**.
- 5 Click the **Priority** drop-down arrow. Select **High** (see Figure 2.21).
- 6 Click **Save and Close**.
- 7 In the **Navigation** pane, click **Tasks**.
- 8 **CHECK** Your screen should look like Figure 2.22.

Continued on the next page.

**New Student Strategy** Review the **Navigation** pane with students who are just joining the class.

## EXERCISE 2-11: Create and Modify Tasks



A **task** is a personal or work-related duty that you want to track from start to finish. When you create a task, you note when you will start the task and when the task is due to be finished. You can also identify the task's priority, and track your progress as you complete the task. Use the **task list** to view and modify your tasks.

FIGURE 2.21 New task

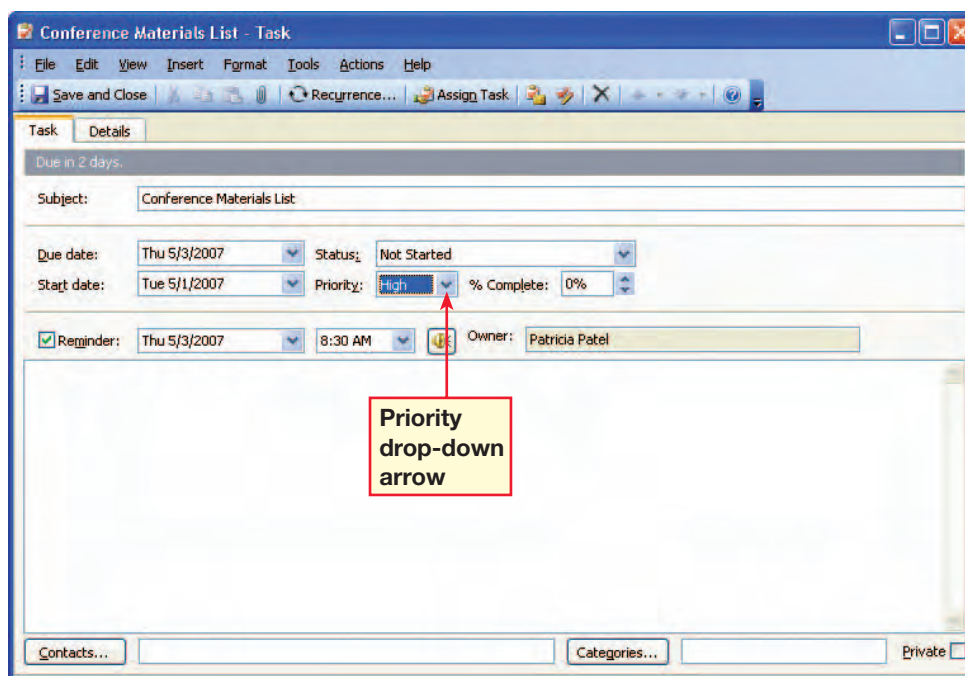
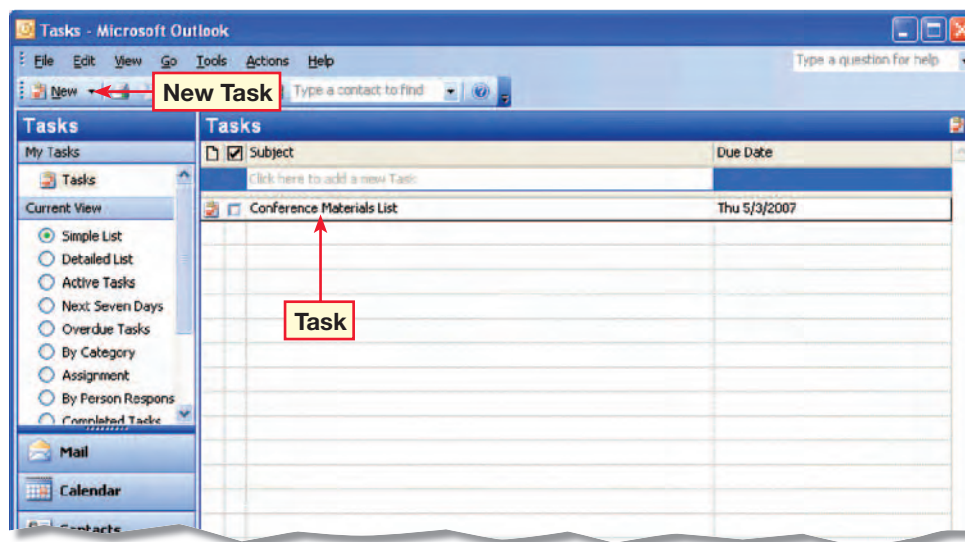


FIGURE 2.22 Tasks list



## Step-By-Step

- 9 Double-click the **Conference Materials List** task to open it.
- 10 Click the **% Complete** up arrow to **25%**.
- 11 Click the **Due date** drop-down arrow.
- 12 Change the date from **Thursday** to **Friday** (see Figure 2.23).
- 13 Click **Save and Close**.
- 14 **CHECK** Your screen should look like Figure 2.24.
- 15 Continue to the next exercise.

### You Should Know

To delete a task from the task list, select it and press

**DELETE**.

## EXERCISE 2-11: (Continued) Create and Modify Tasks



FIGURE 2.23 Modified due date

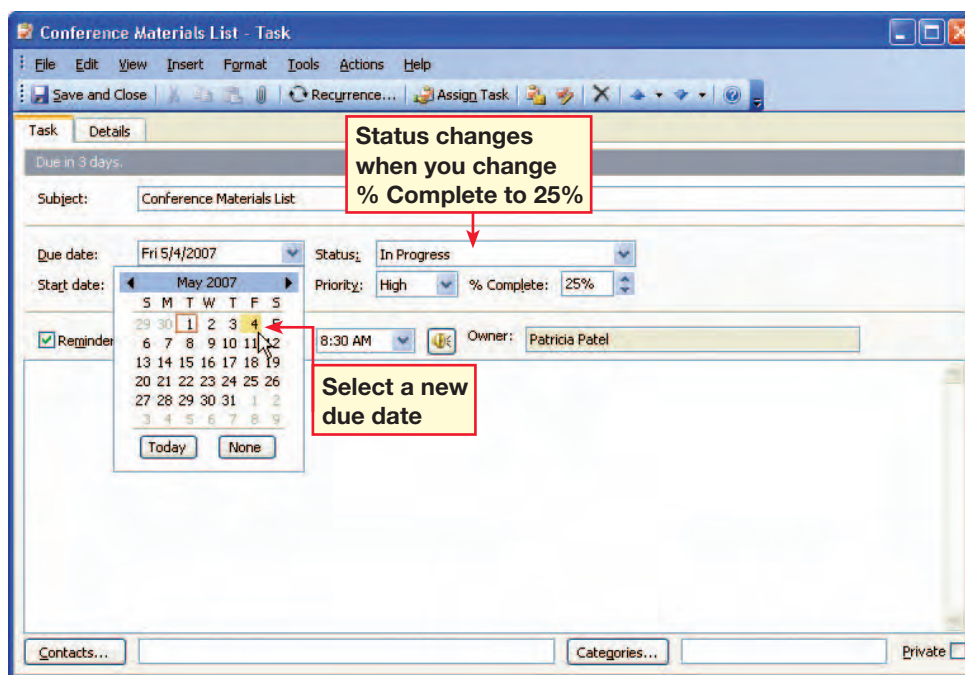
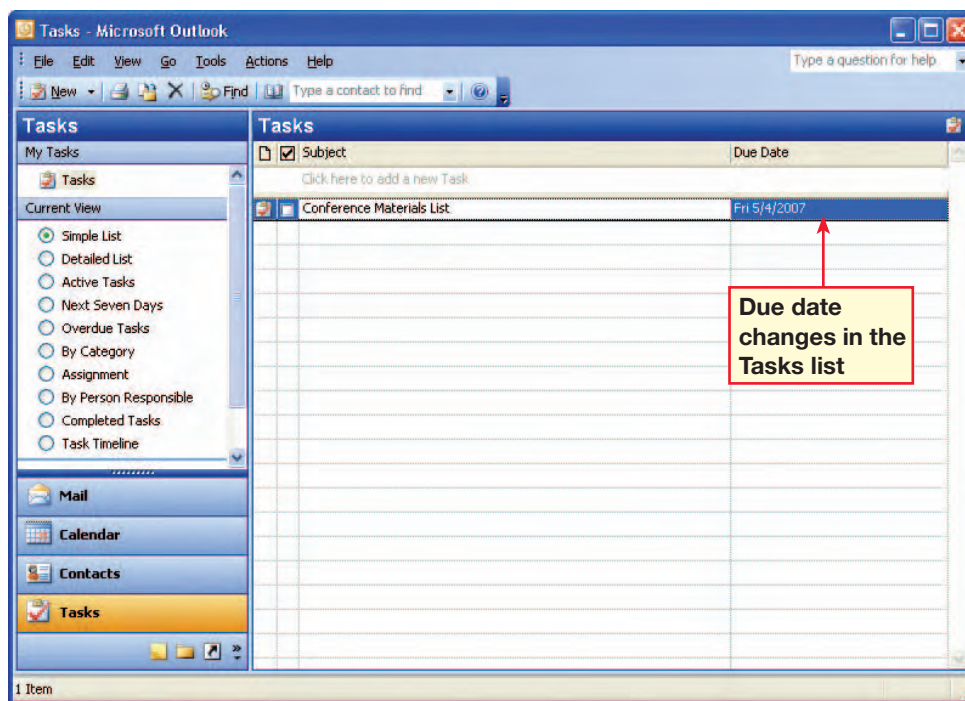





FIGURE 2.24 Modified task



## Step-By-Step

- 1 In the **Navigation** pane, click **Tasks**.
- 2 In the **Tasks** pane, on the **Standard toolbar**, click **New Task** .
- 3 In the **Subject** box, key: **Conference Schedule**.
- 4 Click the **Due date** drop-down arrow and select the next **Thursday** in the calendar.
- 5 Click the **Start date** drop-down arrow and click **Today**.
- 6 Click . The **Task Request** dialog box opens (see Figure 2.25).
- 7 In the **To** box, key the e-mail address provided by your teacher.
- 8 Click . Click **OK** in the warning box.
- 9 **CHECK** Your screen should look like Figure 2.26.
- 10 Continue to the next exercise.

**Teaching Tip** Have students use your e-mail address if you want to receive a task assignment e-mail from each student.

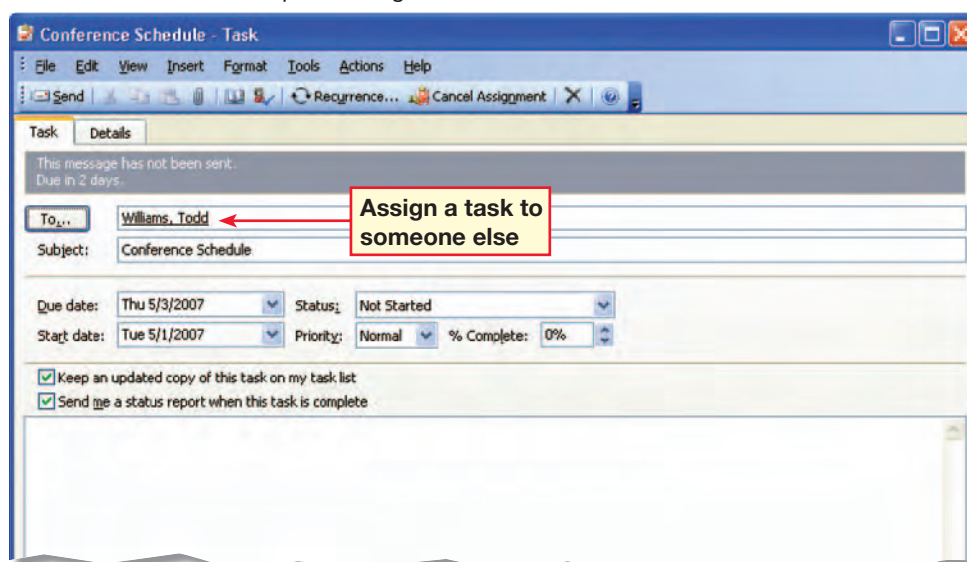
### Lesson 2: Exercise 2-12

## EXERCISE 2-12: Assign Tasks

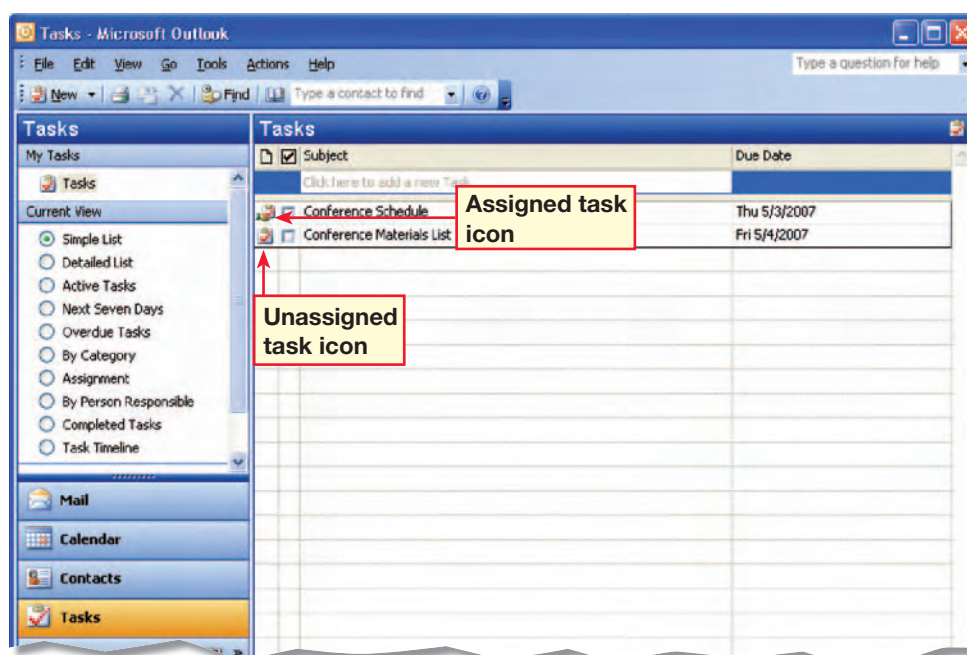


When you create a task, you are the owner of that task. If you **assign** the task to another person, that person becomes the owner. Only the owner can modify a task. Icons in the Tasks list pane indicate whether a task is assigned or unassigned.

**FIGURE 2.25** Task Request dialog box



**FIGURE 2.26** Task icons



## Step-By-Step

- 1 In the **Navigation** pane, click **Mail**.
- 2 In your **Inbox**, double-click the **Conference Hotel Reservations** message that contains the task request.
- 3 In the **Task** dialog box, click . In the dialog box, click **Cancel**.
- 4 Click  (see Figure 2.27).
- 5 In the dialog box, select **Send the response now**. Click **OK**.
- 6 In the **Navigation** pane, click **Tasks**.
- 7 Double-click the **Conference Hotel Reservations** task.
- 8 **CHECK** Your screen should look like Figure 2.28.
- 9 Click . A dialog box opens.
- 10 In the **To** box, key the e-mail address provided by your teacher.
- 11 Click . Exit **Outlook**.

**Solution** You should receive a **Task Request** from each student at the e-mail address you provided.

### Lesson 2: Exercise 2-13

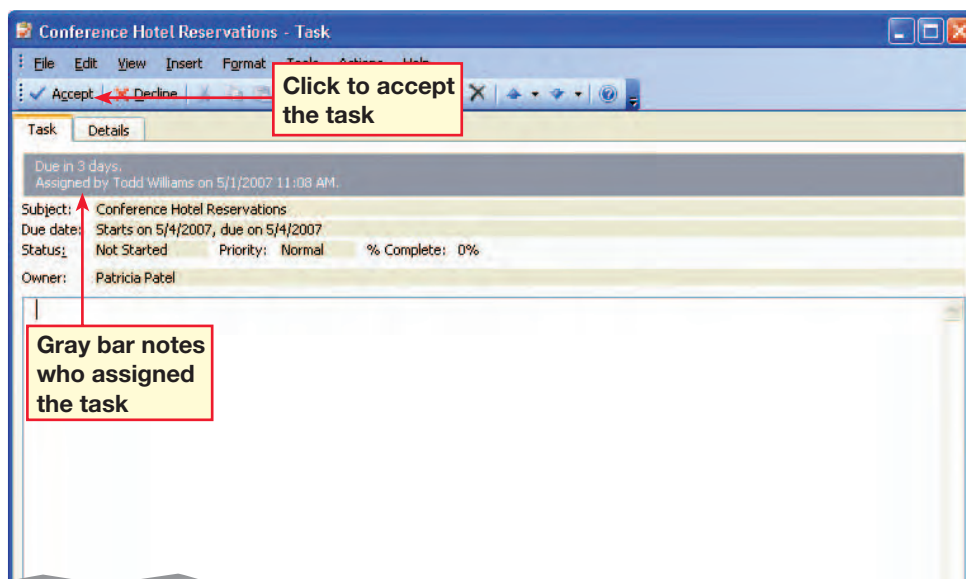
## EXERCISE 2-13: Accept, Decline, and Delegate Tasks



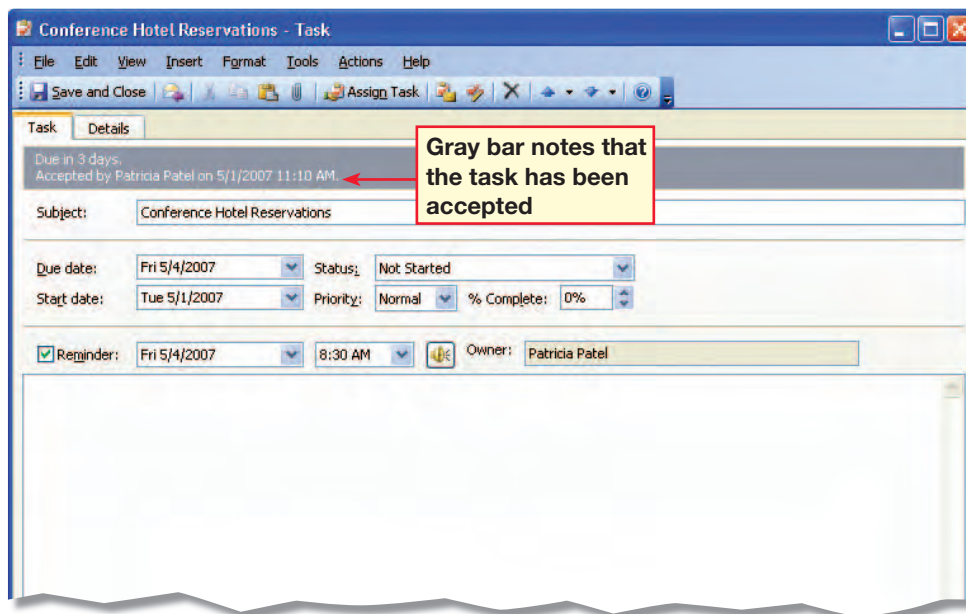
Once you have received a proposed task assignment, you may accept or decline that task. You can also decide to reassign, or **delegate**, that task to someone who can complete it for you.

**Teaching Tip** For this exercise, assign a **Conference Hotel Reservations** task to each student. The task should start today and be due next Friday.

**FIGURE 2.27** Accept a task



**FIGURE 2.28** Reassign a task





# 21<sup>st</sup> Century LEARNER

## Reach Your Goals

**B**eth wants to do her job well. However, she feels that she is under too much pressure. She also does not believe that she will ever get promoted, and wonders, “Why should I bother to push myself?”

Marco has the same job as Beth. However, he knows that working hard will help him get promoted, so he decides to give the job his best effort.

Setting high goals for yourself does not mean you have to be an overachiever. It means you have to do the best you can—and believe in yourself. Following these guidelines can help you set and reach your goals:

- Be specific about what you want to accomplish. Try breaking your goal into smaller tasks which can bring you closer to meeting your larger goal.
- Be realistic. If a goal requires skills or resources that you do not have, determine how to acquire these skills, or revise your goal.
- Be consistent. If you decide to run a mile every day, follow your plan. Do not run the first day and then give up because your feet hurt.



To be successful, set goals and always try your best to achieve them.

### MEET THE MANAGER

At first, Jeffrey Cohen sold kitchen cabinets for someone else’s company. When Jeff became the top salesman for that company, he knew he could follow his dream to be his own boss. Now, Jeff is the co-owner and manager of Cuisine Cabinetry in Scottsdale, Arizona. In Jeff’s experience, setting high goals for himself enabled him to open his own kitchen shop. Jeff says, “When setting goals, you need to set a plan and just stick to it.”

SkillBuilder answers can be found on page TM67.

### SKILLBUILDER

1. **Identify** Why is it important to set goals for yourself?
2. **Predict** What are some of your goals for the future? How do you think you will achieve these goals?
3. **Evaluate** What makes a goal realistic or unrealistic? Give an example of a goal that you think you can achieve. Then, identify a goal that you probably would not be able to achieve. Explain why one goal is realistic, and the other is unrealistic.

## LESSON

## 2

## Quick Reference

The following main commands were covered in the lesson. See Appendix A on page 474 for a listing of all the commands used in this book.

Function	Button	Menu	Keyboard	Speech
Accept a Meeting Request		Actions>Accept	<b>ALT</b> + <b>C</b>	<input checked="" type="checkbox"/>
Assign a task		Action>Assign Task	<b>ALT</b> + <b>A</b> / <b>N</b>	<input checked="" type="checkbox"/>
Cancel a meeting		Actions>Cancel Meeting		<input checked="" type="checkbox"/>
Create a new Appointment		File>New>Appointment	<b>CTRL</b> + <b>N</b>	<input checked="" type="checkbox"/>
Create a new Event		Actions>New All Day Event	<b>ALT</b> + <b>A</b> / <b>E</b>	<input checked="" type="checkbox"/>
Create a new Meeting Request		File>New>Meeting Request	<b>CTRL</b> + <b>SHIFT</b> + <b>Q</b>	<input checked="" type="checkbox"/>
Day view		View>Day	<b>ALT</b> + <b>V</b> / <b>Y</b>	<input checked="" type="checkbox"/>
Decline a Meeting Request		Actions>Decline	<b>ALT</b> + <b>D</b>	<input checked="" type="checkbox"/>
Month view		View>Month	<b>ALT</b> + <b>V</b> / <b>M</b>	<input checked="" type="checkbox"/>
Plan a meeting		Actions>Plan a Meeting	<b>ALT</b> + <b>A</b> / <b>P</b>	<input checked="" type="checkbox"/>
Propose a new time for a meeting		Actions>Propose New Time		<input checked="" type="checkbox"/>
Update meeting information				<input checked="" type="checkbox"/>
View the Calendar		Go>Calendar	<b>CTRL</b> + <b>2</b>	<input checked="" type="checkbox"/>
Outlook Options		Tools>Options		<input checked="" type="checkbox"/>
View Tasks		Go>Tasks	<b>CTRL</b> + <b>4</b>	<input checked="" type="checkbox"/>
Week view		View>Week	<b>ALT</b> + <b>V</b> / <b>W</b>	<input checked="" type="checkbox"/>
Work Week view		View>Work Week	<b>ALT</b> + <b>V</b> / <b>R</b>	<input checked="" type="checkbox"/>

**Tech Tip**

To select items in a task list that are not next to each other, click the first item. Then hold down **CTRL** and click each additional item.

## LESSON

## 2

## Concept Review

## Key Terms

Appointment

Appointment area

Assign

Attendee

Calendar

Date Navigator

Day view

Delegate

Event

Meeting

Meeting Request

Month view

Resources

Task

Task list

Tentative

Week view

Work Week view

**Answer to Key Term Activity** The pieces of paper should contain Key Terms on half the papers and definitions on the other half.

## Reviewing Key Terms

Complete the following statements on a separate piece of paper. Choose from the Key Terms list on the left to complete the statements.

- The Month calendar view displays five weeks at once. (p. 347)
- A(n) meeting is an appointment to which you invite others. (p. 350)
- If you are not sure you can attend a meeting, you should click the Tentative button in the Meeting Request. (p. 353)
- Speakerphones, conference rooms, and overhead projectors are all examples of resources used for a meeting. (p. 351)
- To delegate is to pass along a task for another person to do. (p. 360)

## Key Term Activity

- Create a memory game using the Key Terms and definitions.
  - You will need 14 small (approximately 3" × 5") pieces of paper.
  - Write seven Key Terms on separate pieces of paper. Write the definition for each term on the remaining seven pieces of paper.
  - Keep the definitions in one group and the Key Terms in another group. Turn the papers face down. Mix the papers in each group.
  - With a classmate, take turns turning over a term and a definition. If you pick the wrong definition, return the papers and go to the next player. If you pick the right definition, keep both pieces of paper. The player with the most complete definitions wins.

## Reviewing Key Facts

Answer the following questions on a separate piece of paper.

- Which of the following is NOT a Calendar view? (p. 347)
 

A. Day	C. Month
B. Week	<b>D. Year</b>
- Which button would you click if you cannot attend a meeting at the suggested time but would like to suggest another time? (p. 354)
 

A. Accept	<b>C. Propose New Time</b>
B. Decline	D. Tentative
- Which menu would you use to cancel a meeting? (p. 352)
 

A. Edit	C. Delegate
<b>B. Actions</b>	D. Tools
- The group of tasks displayed in the Tasks folder is called what? (p. 357)
 

<b>A. Task list</b>	C. Task journal
B. TaskPad	D. Task icons

## LESSON

## 2

## Practice It Activities

## Step-By-Step



- 1 Start **Outlook**. In the **Navigation** pane, click **Calendar**.
- 2 Click **Work Week**.
- 3 **CHECK** Your screen should look similar to Figure 2.29.
- 4 Choose **File>New>Meeting Request**.
- 5 In the **To** box, key the e-mail address provided by your teacher.
- 6 In the **Subject** box, key: **Conference Call**. In the **Location** box, key: **Meeting Room**.
- 7 Click the **Start time date** drop-down arrow. Select **Today**.
- 8 Click the **Start time** drop-down arrow. Select **4:00 PM**.
- 9 Click the **End time** drop-down arrow. Select **5:00 PM**. Click **Send**.
- 10 **CHECK** Your screen should look similar to Figure 2.30.

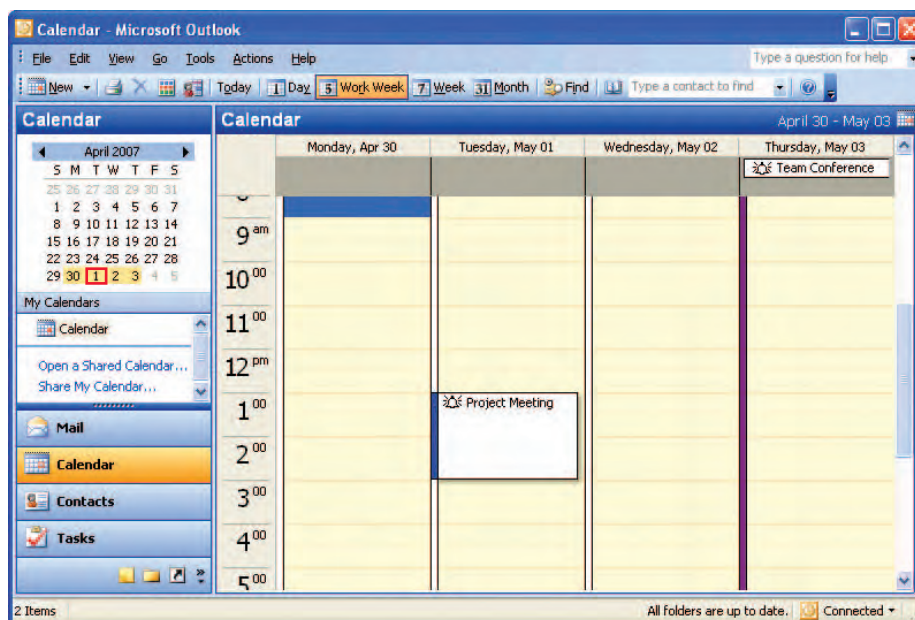
**Teaching Tip** You should receive a meeting request from each student at the e-mail address you provided.

## 1 Switch Calendar Views and Add a Meeting

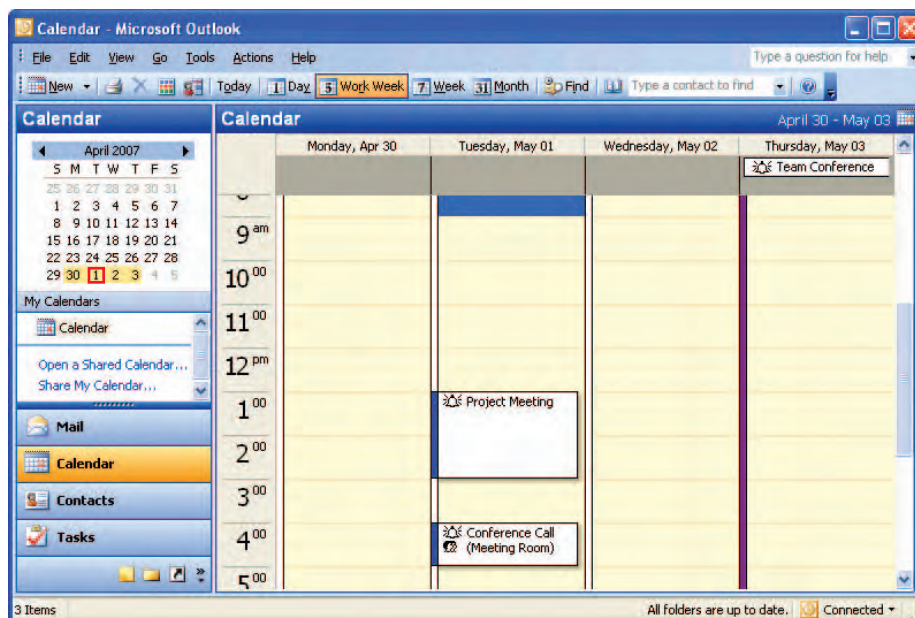
Follow the steps to complete the activity.

**Solution** The solution file for this activity is **Figure 2.30** or file **o2rev1-SF.tif**.

**FIGURE 2.29** Work Week view



**FIGURE 2.30** Conference call scheduled



## LESSON

## 2

## Practice It Activities

## Step-By-Step



- 1 In the **Calendar**, double-click **Conference Call**.
- 2 In the **Meeting** dialog box, click the **Location** drop-down arrow. Click **Conference Room**.
- 3 **CHECK** Your screen should look similar to Figure 2.31.
- 4 Click in the message area. Key: **The conference call has been moved.**
- 5 Click **Send Update**.
- 6 On the **Calendar**, double-click **Conference Call**. Choose **Actions > Cancel Meeting**.
- 7 Select **Send cancellation and delete meeting**. Click **OK**.
- 8 Delete **The conference call has been moved**. Key: **The conference call is canceled until further notice.** Click **Send**.
- 9 **CHECK** Your screen should look similar to Figure 2.32.

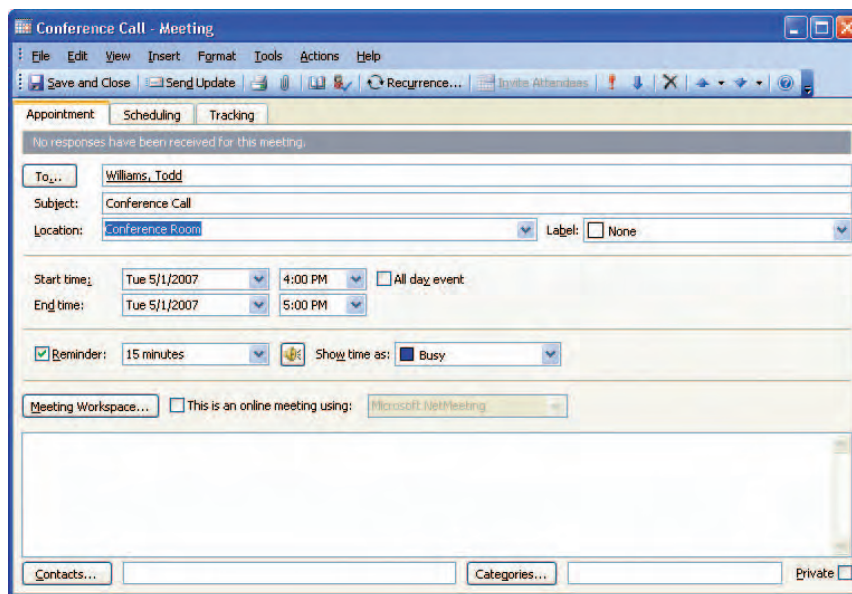
**Solution** The solution file for this activity is **Figure 2.32** or file **o2rev2-SF.tif**.

## 2 Update and Cancel a Meeting

Follow the steps to complete the activity. You must complete Practice It Activity 1 before doing this activity.

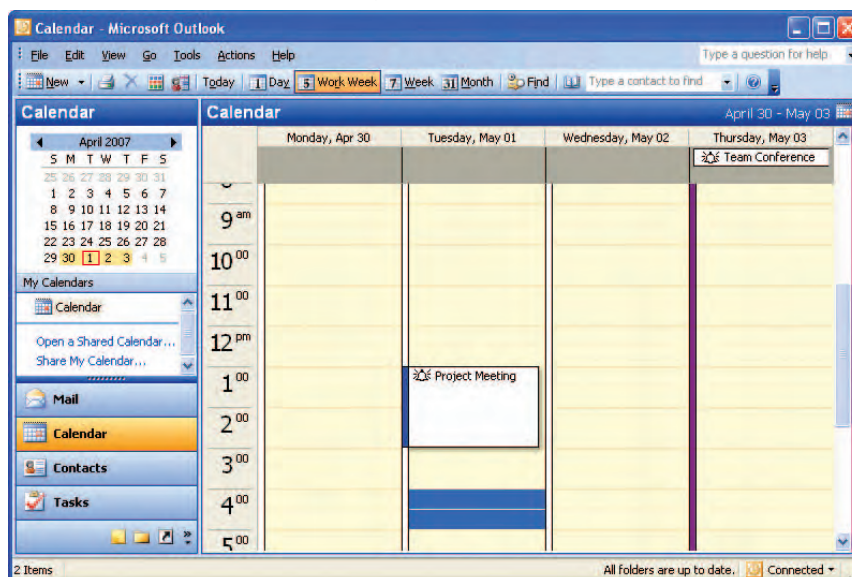
**Teaching Tip** If students did not complete Practice It Activity 1, they will not have the **Conference Call Meeting Request** needed to complete this activity.

**FIGURE 2.31** Updating a meeting



**Teaching Tip** You should receive a meeting update and then a meeting cancellation from each student at the e-mail address you provided.

**FIGURE 2.32** Canceled meeting



## LESSON

## 2

## Practice It Activities

## Step-By-Step



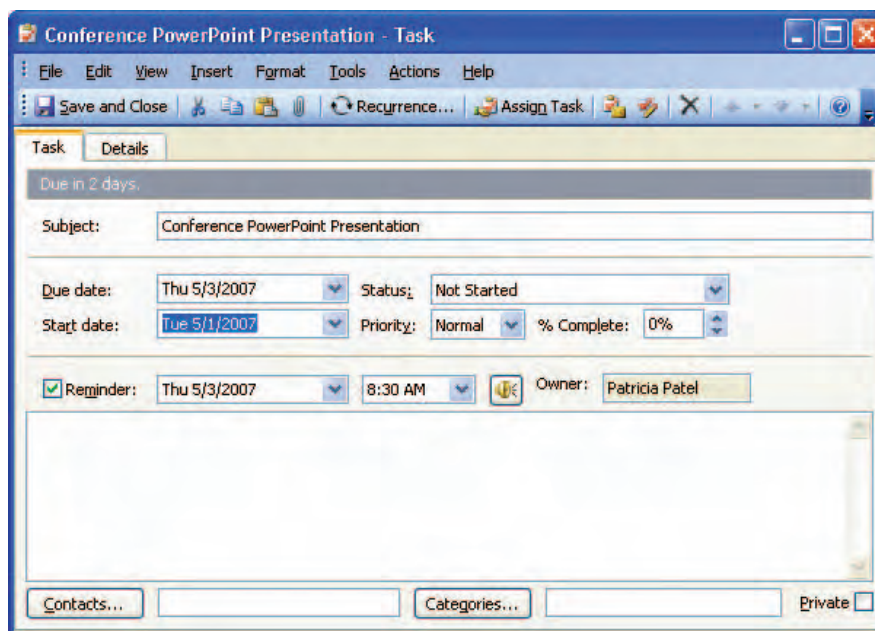
- 1 In the **Calendar**, choose **File>New>Task**.
- 2 In the **Subject** box, key: **Conference PowerPoint Presentation**.
- 3 Click the **Due date** drop-down arrow. Select two days from today.
- 4 Click the **Start date** drop-down arrow and click **Today**.
- 5 **CHECK** Your screen should look similar to Figure 2.33. Click **Save and Close**.
- 6 In the **Navigation** pane, click **Tasks**.
- 7 In the **Task** pane, double-click **Conference PowerPoint Presentation**.
- 8 Click **Assign Task**.
- 9 **CHECK** Your screen should look similar to Figure 2.34.
- 10 In the **To** box, key the e-mail address provided by your teacher. Click **Send**.

**Solution** You should receive a task assignment from each student at the e-mail address you provided.

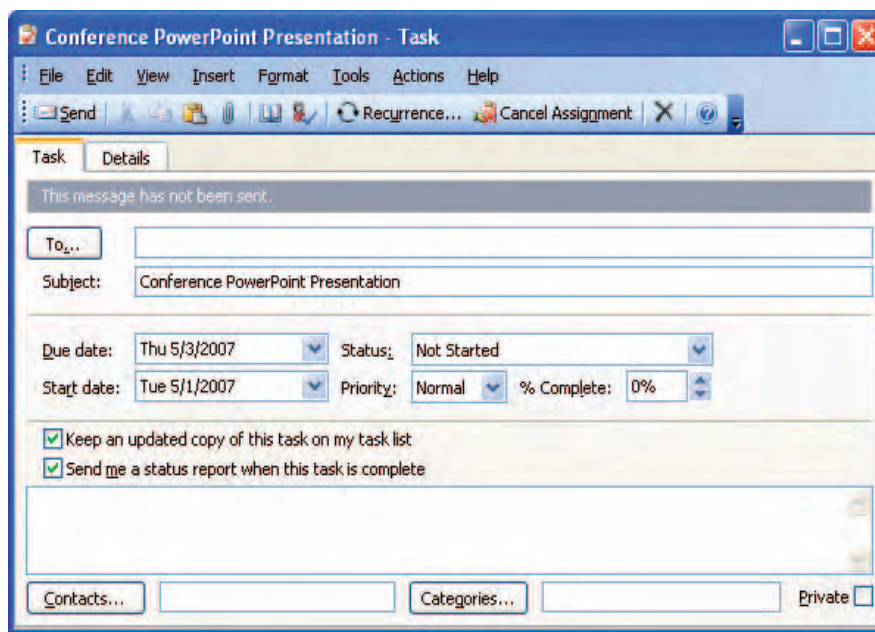
## 3 Create, Modify, and Assign Tasks

Follow the steps to complete the activity.

**FIGURE 2.33** New task



**FIGURE 2.34** Assigning a task



## LESSON

## 2

## You Try It Activities

## Step-By-Step

1 Open the data file **Dates.xls**.  
Open your Outlook  
**Calendar**.

2 Choose **File>New>Appointment**. Key the city name (**Los Angeles**) in the **Subject** line.

3 Enter the concert's **Start time** (July 4, 7:30 PM) and **End time** (10:30 PM).

4 **CHECK** Your screen should look similar to Figure 2.35. **Save and Close** the appointment.

5 Repeat steps 2 through 4 for the other three cities.

6 Create a **New Meeting Request** for July 4 at 8:30 AM. Key: **Morning Radio Show** in the **Subject** line. Send it to the e-mail address provided by your teacher.

7 In the **Navigation** pane, click **Calendar**. Switch to **Month** view. Select July.

8 **CHECK** Your screen should look like Figure 2.36.

**Solution** The solution file for this activity is **Figure 2.36** or the file **o2rev4-SF.tif**.

## 4 Schedule a Tour

You have been hired to promote the latest pop music group. You must create a tour schedule for the band. You also need to set up meetings with local radio stations. You decide to use Outlook for all of these tasks.

**Teaching Tip** Give students an e-mail address they can use for a meeting request.

FIGURE 2.35 Adding tour dates

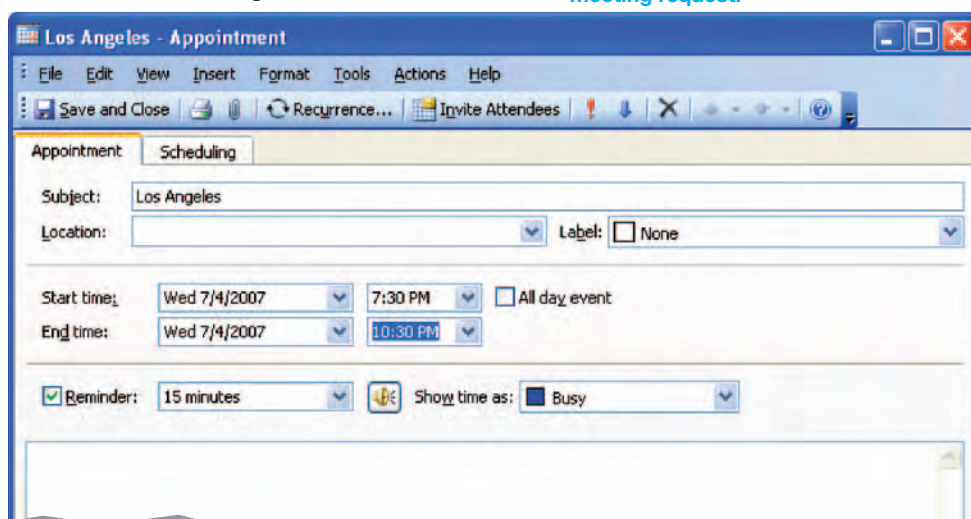
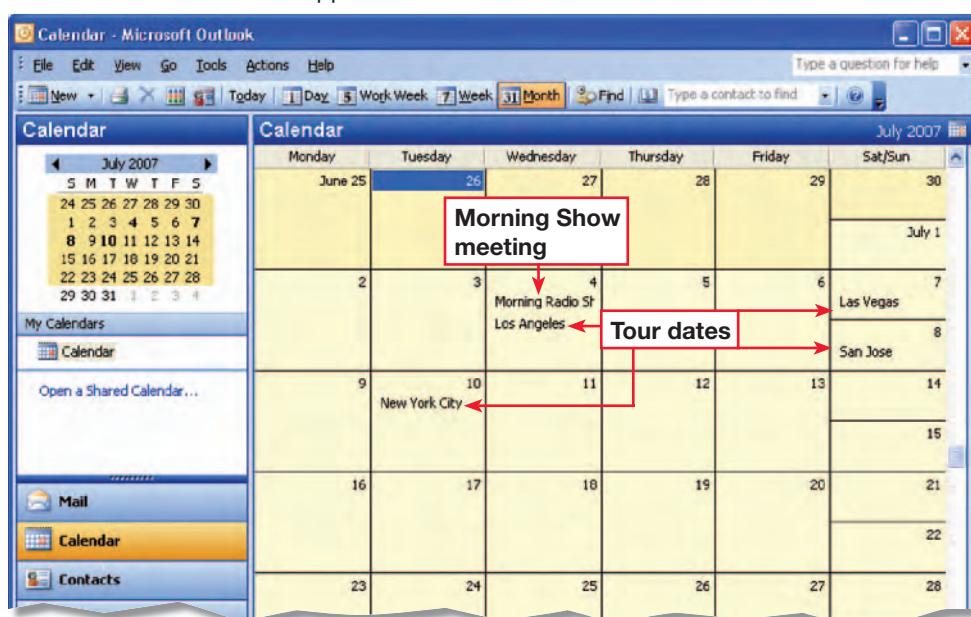


FIGURE 2.36 Dates and appointments



## LESSON

## 2

## You Try It Activities

## Step-By-Step

1 Open the **Tasks.xls** data file.

2 In the **Navigation** pane, click **Tasks**. Choose **File>New>Task**.

3 Key the task name (**Hotel Reservations**) in the **Subject** line.

4 Use the information in the data file to add the task's **Due date** (June 10) and **Start date** (June 1).

5 **CHECK** Your screen should look similar to Figure 2.37. **Save and Close** the task.

6 Repeat steps 2 through 5 to create the remaining two tasks in the data file.

7 In the **Tasks** pane, double-click the first task. Assign and send the task to the e-mail address provided by your teacher.

8 Repeat step 7 for the remaining two tasks.

9 **CHECK** Your screen should look similar to Figure 2.38.

**Solution** The solution file for this activity is **Figure 2.38** or file **o2rev5-SF.tif**.

## 5 Create and Assign Tasks

You are preparing for your pop group's upcoming tour. As part of your preparation, you need to assign several tasks, such as making hotel reservations, designing concert T-shirts, and buying radio ads to promote the tour. You decide to use Outlook to assign these tasks.

**Teaching Tip** You may want to have students delete any tasks that already exist in their **Tasks** folder before they begin this activity.

FIGURE 2.37 Creating a task

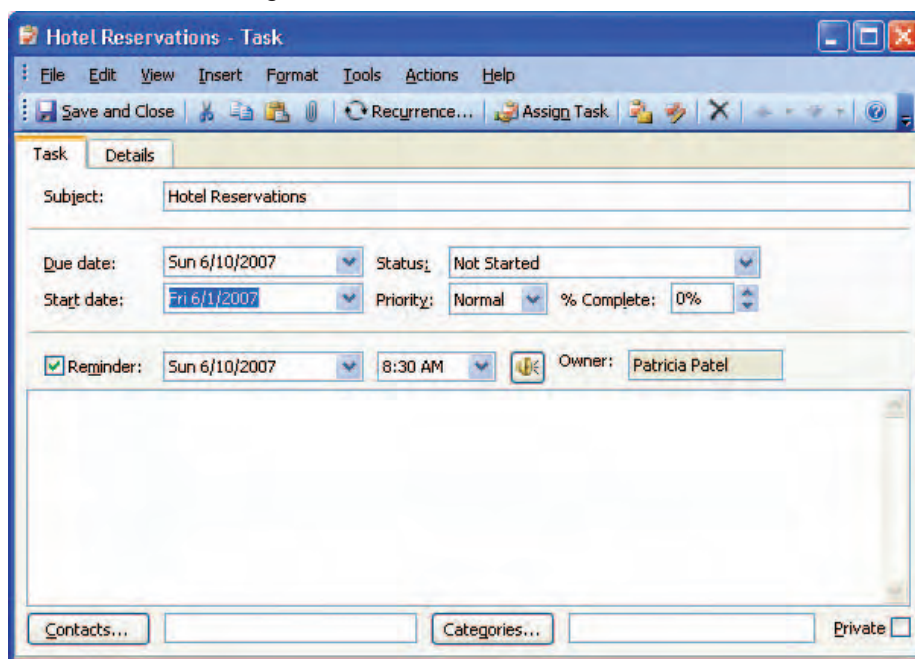
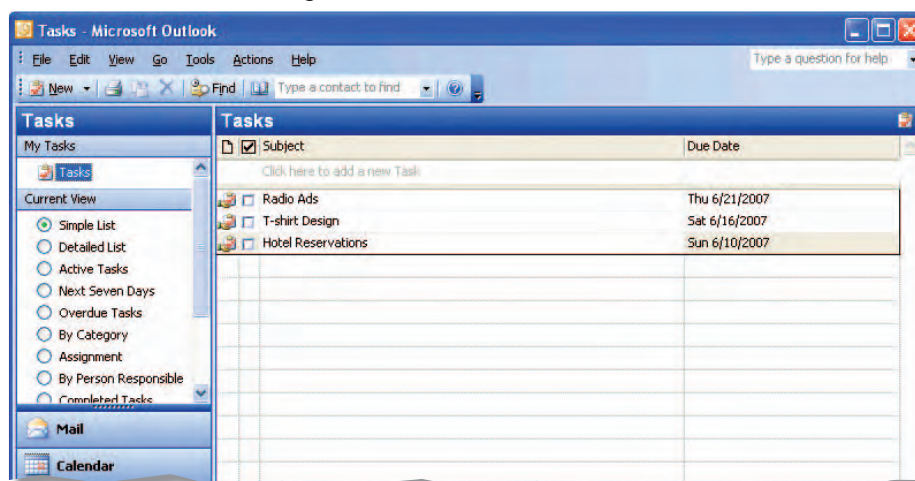


FIGURE 2.38 List of assigned tasks



**Teaching Tip** Give students an e-mail address they can use to assign each task.



## LESSON

## 2

## Critical Thinking Activities

**Beyond the Classroom**

**Activity** Students' dates will vary, but their calendars should include each of the activities listed. Students should schedule a three-hour meeting, an appointment, and a two-week event.

**Standards at Work Activity** The solution file for this activity is [o2rev7-SF.tif](#).

**21st Century Skills Activity**

Students' calendars will vary, but should include various activities that students might have scheduled

**Student Online Learning Center**

Go to the book Web site to complete the following review activities.

**Interactive Review**

To review the main points of this lesson, choose **Interactive Review>Outlook Lesson 2**.

**Online Self Check**

Test your knowledge of the material in this lesson by choosing **Self Checks>Outlook Lesson 2**.

[iCheck.glencoe.com](http://iCheck.glencoe.com)

**6 Beyond the Classroom Activity**

**Schedule Activities** Your class has been chosen to participate in a NASA satellite project. As part of the project, you are expected to attend meetings about the development of a new satellite that will be launched in December of next year. Use the Outlook Calendar to schedule your NASA project. Schedule the following activities to take place over the next three-week period from your current date:

- A three-hour project launch meeting
- An appointment to pick up the chief electrical engineer from the airport
- A two-week training event about satellite stabilizers

Display your calendar in **Month view**.

**7 Standards at Work Activity**

 **Microsoft Office Specialist Correlation 0L03S-2-3**

*Customize Calendar Options*

**Change Calendar Options** This past Tuesday, you started working the evening shift at a grocery store. You need to customize Outlook to reflect your new schedule.

- Your work week is Tuesday through Saturday from 3:00 PM to 11:00 PM.
- Change the Calendar options in your Calendar so that **Work Week view** displays your new working hours. (Hint: Choose **Tools>Options**. Then click **Calendar Options**.)

**8 21st Century Skills Activity**

**Follow Your Schedule** Creating a schedule is not very difficult. However, following the schedule can be difficult. Use Outlook to create a schedule for one week. Include activities inside and outside of school. Activities might include:

- band practice
- basketball practice
- babysitting
- chores at home
- study time for a big exam

After creating the schedule, see if you can stick to it for the entire week.

## LESSON

## 2

## Challenge Yourself Projects

## 9 Planning a Movie



**LEVEL** This is an intermediate level project.

**Send a Meeting Request** You are on the film crew of a movie. The producer could not get a permit for shooting a scene in River Park next week, so you need to get a permit for Black Rock Park instead. You need to schedule a meeting to discuss the permit.

- Request a meeting with the Director of the City Filming Office and the Director of Parks to discuss the permit.
- Use the e-mail addresses provided by your teacher when sending your meeting requests. When setting your meeting's dates and times, remember that the scene needs to be shot next week!

## 10 Lights, Camera, Action



**LEVEL** This is an intermediate level project.

**Schedule Appointments** As the director's assistant, you help to plan the director's day. Schedule the following appointments for the director. Make sure that all of the appointments take place within a one-week period.

- Determine budget with producer.
- Negotiate salary with lead actor.
- Meet with costume designer.
- Have conference call with the special effects team.

Add each appointment to your Outlook Calendar.

## 11 So Much to Do!



**LEVEL** This is an advanced level project.

**Create and Assign Tasks** You have one week to finish shooting a scene on location in downtown St. Louis. Here is your checklist:

- Order food from the caterers.
- Do an equipment inventory.
- Make sure the props person knows your location.
- Make sure you have a permit for filming downtown.

Use Outlook to create each task. Assign two of the tasks to others. Use the e-mail addresses provided by your teacher when assigning the tasks.

**Teaching Tip** Provide students with e-mail addresses so they can assign the two tasks to other people.

**Solution** At the e-mail addresses you provided, you should receive meeting requests from each student.

**Answers** Rubrics for each Challenge Yourself Project are available at [iCheck.glencoe.com](http://iCheck.glencoe.com) and on the Teacher CD. You may want to download the rubrics and make them available to students as they complete each project.



## LESSON

## 3

## Organizing

## You Will Learn To:

- Use distribution lists and track activities for contacts
- Work with notes
- Use fields, sort items, and filter messages
- Organize items using colors, views, and rules
- Create folders, archive items, and save items in different formats
- Use search tools

## Standards

The following standards are covered in this lesson. Refer to pages xxiv and 491 for a description of the standards listed here.

## ISTE Standards Correlation

NETS•S	Performance Indicator
1, 3, 4	5, 7, 10

## Microsoft Office Specialist Correlation

## OL03S

3-1, 3-2, 3-3, 3-4, 3-5,  
3-6, 3-7, 3-8, 3-9



## Study Skill

## Avoid Procrastination

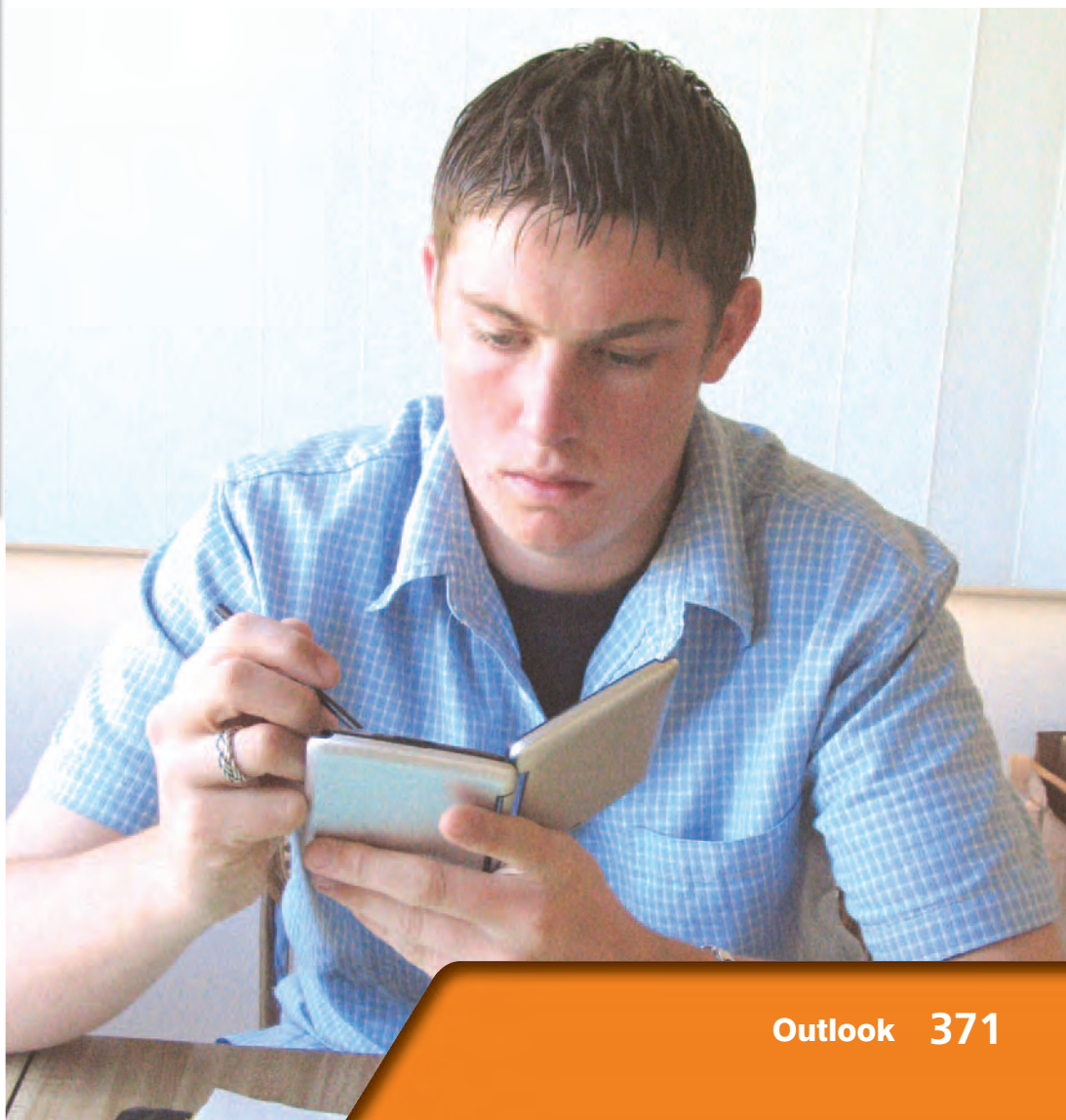
Sometimes we put off tasks because they are overwhelming or difficult. Try tackling the most difficult material or task first, so you do not dread what is to come.

Picture your room at home. Is it messy or neat? Does it take you a long time to clear a space for studying, or to find socks that match? Although getting organized may seem like an overwhelming task, it will save you time in the long run. In this lesson, you will learn how to use different tools in Outlook to help you to organize.

## 21st CENTURY SKILLS

◀ See page TM69 for answer to 21st Century Skills.

**Develop Organizational Skills** Think of a time when you felt very disorganized. Perhaps your desk or locker was overflowing with papers. Maybe your teacher asked you for your homework, and you could not find it. The time and effort you spent trying to find what you needed could have been better spent doing something else. Being organized saves time and makes you more effective at whatever you do. *What is one thing you could do to become more organized?*



## LESSON

## 3

## Key Terms

Knowing these terms will help you complete the exercises in this lesson.  
Use this chart as a study guide when you review the lesson.

◀ See page TM36 for English Learner activity suggestions.

Key Term	Definition	Page Number
<b>AutoArchive</b>	An Outlook feature that automatically moves older messages from your Inbox and other message folders to a different Outlook location for storage.	387
<b>Category</b>	A word or phrase that you assign to items so they can be sorted together.	389
<b>Distribution list</b>	One list name that comprises several e-mail addresses.	374
<b>Field</b>	A heading in the Inbox pane.	378
<b>Filter</b>	A feature that displays only the messages that meet certain conditions.	382
<b>Message format</b>	The format that a message is saved in. The type of format determines what formatting changes you can make to the message.	391
<b>Rule</b>	A set of conditions by which items are sorted and arranged.	383
<b>Search folder</b>	A folder containing items that match certain search conditions.	390
<b>Sort</b>	To put in order according to certain fields.	380
<b>Track</b>	To monitor activities.	376

**Tech Tip**

You should know that when you use a filter, messages that do not appear are not deleted. They are just hidden because they do not meet the filter's conditions.

**You Should Know**

The **Sort** feature in Outlook is similar to that of Excel and Access. In Outlook, you can sort by the following fields: **From**, **Subject**, **Received**, and **Size**.

## LESSON

## 3

## Key Concepts

It is very easy to accumulate hundreds of e-mails in your Inbox. While e-mail is a fast and efficient way to communicate, its efficiency can be diminished if your Inbox spills over with messages. For this reason, in this lesson you will learn how to organize e-mails in Microsoft Outlook 2003.

### Working with Messages

Outlook provides a variety of ways for you to organize your e-mail messages. One of the most basic ways to keep track of or find a specific e-mail is by using a sort. When mail arrives in your Inbox, it is usually listed in order of its arrival. To find a group of e-mails, you can sort alphabetically by the sender or by the subject. This will group all of the e-mails from a particular person or about a specific topic.

You can also filter messages in Outlook. When you sort messages, you still see all of the messages in the folder. When you filter messages, you only see the messages that match the criteria of the filter, such as viewing only e-mails from a particular person or about a specific topic.

### Reading Skill

**Study with a Buddy** It can be difficult to review your own notes and quiz yourself on what you have just read. According to research, studying with a partner for just 12 minutes can help you study better. Two column notes are particularly useful for studying with a buddy. One buddy reads one main idea from the left column of the notes. The other buddy tries to recite all the supporting details in the right column. The first buddy provides any information missed by the second buddy. When you have gone through all the main ideas, switch roles.

### Using Folders

Another way to organize your e-mail is to use folders. Outlook automatically provides you with certain folders, such as an Inbox folder and a Sent Items folder. You can also create folders for specific types of e-mails that you receive. You can, for example, create a separate folder to store a weekly e-mail newsletter. You can even create a rule asking Outlook to automatically file the newsletter in a specific folder when it is sent to you.

You can also create Search folders. Unlike other folders, a Search folder only keeps a virtual copy of your messages. For example, you can create a Search folder to show you all of the messages that you have received from a specific person.

### Other Organizational Tools

You will learn other ways that Outlook provides for you to organize messages. You can color code messages so that you can easily distinguish between them. You can also distinguish them by priority. In addition, you can assign messages a specific category, such as business or personal. This can help you keep track of messages more easily. You will learn to use all these tools and more in this lesson.

## Step-By-Step

- 1 Start **Outlook**. In the **Navigation** pane, click **Contacts**.
- 2 Choose **File>New>Distribution List**.
- 3 In the **Distribution List** dialog box, in the **Name** box, key: **Billing Team**.
- 4 Click **Select Members**.
- 5 In the **Select Members** dialog box, in the **Show names from the** box, select **Contacts** from the drop-down menu.
- 6 Select one contact. Press **CTRL** and select a second and third contact. Click **OK**.
- 7 **CHECK** Your dialog box should look similar to Figure 3.1. Click **Save and Close**.
- 8 In the **Contacts** pane, double-click the **Billing Team** contact.
- 9 Select the first contact in the list. Click **Remove**.
- 10 **CHECK** Your dialog box should look similar to Figure 3.2.

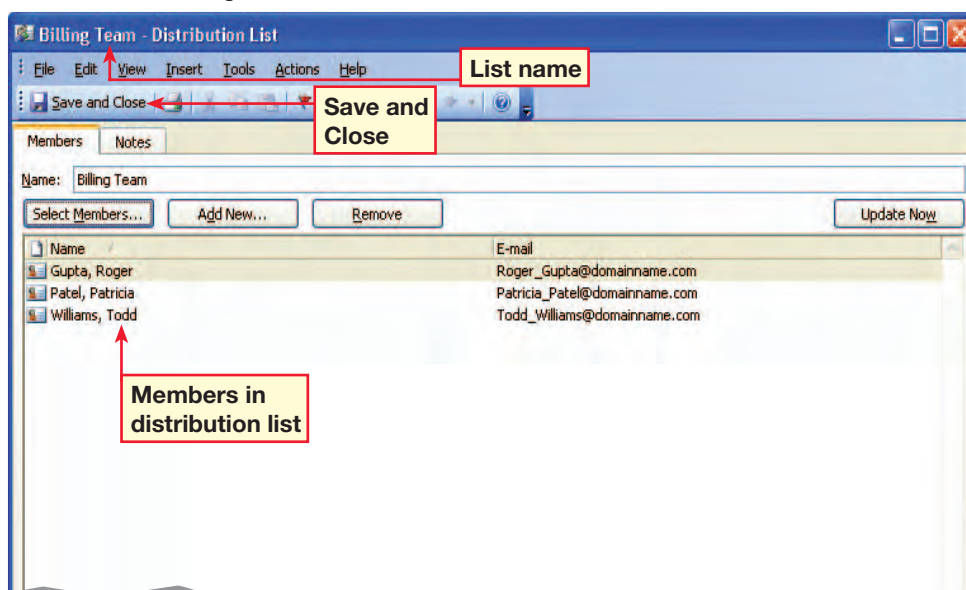
Continued on the next page.

## EXERCISE 3-1: Create and Modify a Distribution List



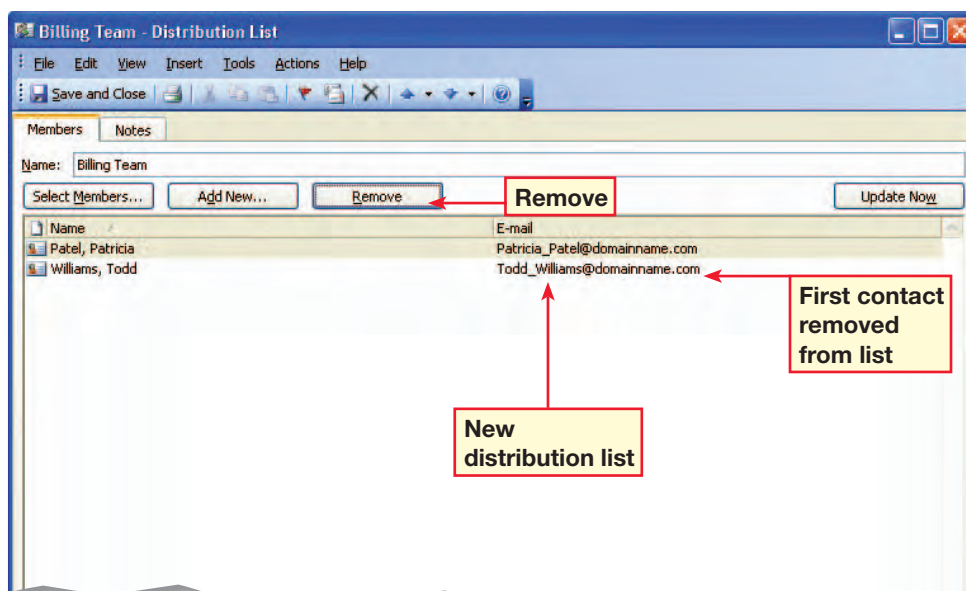
If you often send e-mail to the same group of people, create a distribution list. A **distribution list** groups different e-mail addresses under one list name. When you send a message to the list, each person included in the group will receive it.

FIGURE 3.1 Billing Team Distribution List

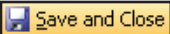



**Intervention Strategy** Before students begin this exercise, assign them to groups of 3 or 4. Have them create contacts for each other.

FIGURE 3.2 Modified Distribution List



## Step-By-Step

- 11 Double-click the first name in the Distribution List.
- 12 Change the contact's e-mail address (see Figure 3.3).
- 13 Click .
- 14 In the **Distribution List** dialog box, click **Update Now**.
- 15 **CHECK** Your dialog box should look similar to Figure 3.4.
- 16 If necessary, repeat Steps 11 through 13 to return your contact's e-mail address to its original form.
- 17 Click .
- 18 Continue to the next exercise.

### Tips and Tricks

If you have started to create a message but are not ready to send it, choose **File>Save**. The message will be stored in the **Drafts** folder.

## EXERCISE 3-1: (Continued) Create and Modify a Distribution List



FIGURE 3.3 Modified e-mail address

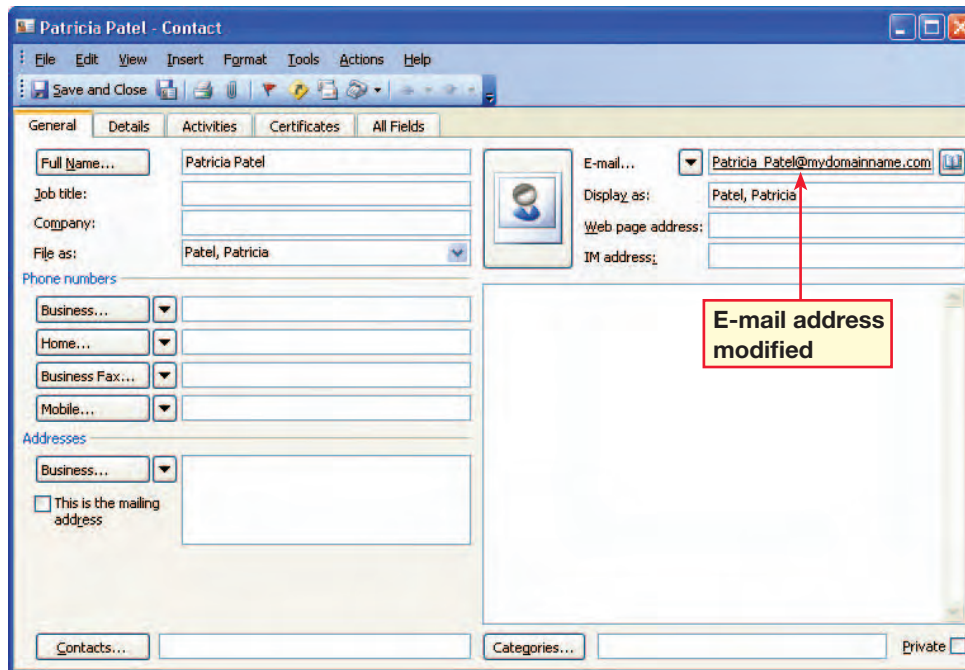
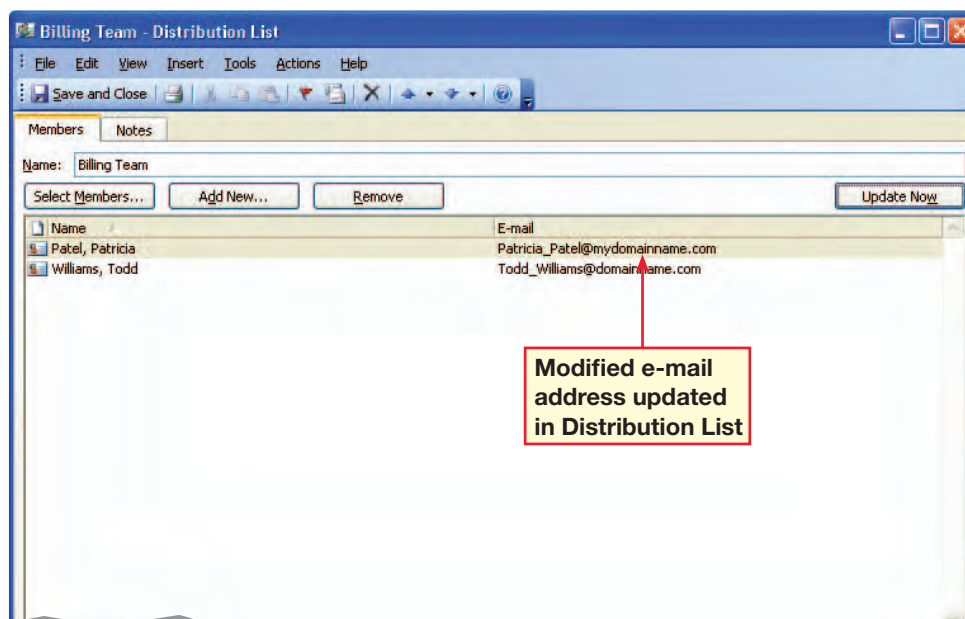

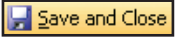




FIGURE 3.4 Updated Distribution List



## Step-By-Step

- 1 In the **Navigation** pane, click **Calendar**. Click **New Appointment** .
- 2 In the **New Appointment** dialog box, key the **Subject** shown in Figure 3.5. Have the meeting start today at **9:00 AM** and end today at **10:00 AM**.
- 3 Click **Contacts**. In the **Select Contacts** dialog box, select your assigned contact. Click **OK**.
- 4 Reschedule the **Product Launch Conference Call** for tomorrow. Have it start at **9:00 AM** and end at **10:00 AM**.
- 5 Click .
- 6 In the **Navigation** pane, click **Contacts** .
- 7 Double-click your contact's name. Click the **Activities** tab.
- 8 **CHECK** Your screen should look similar to Figure 3.6. Click .
- 9 Continue to the next exercise.

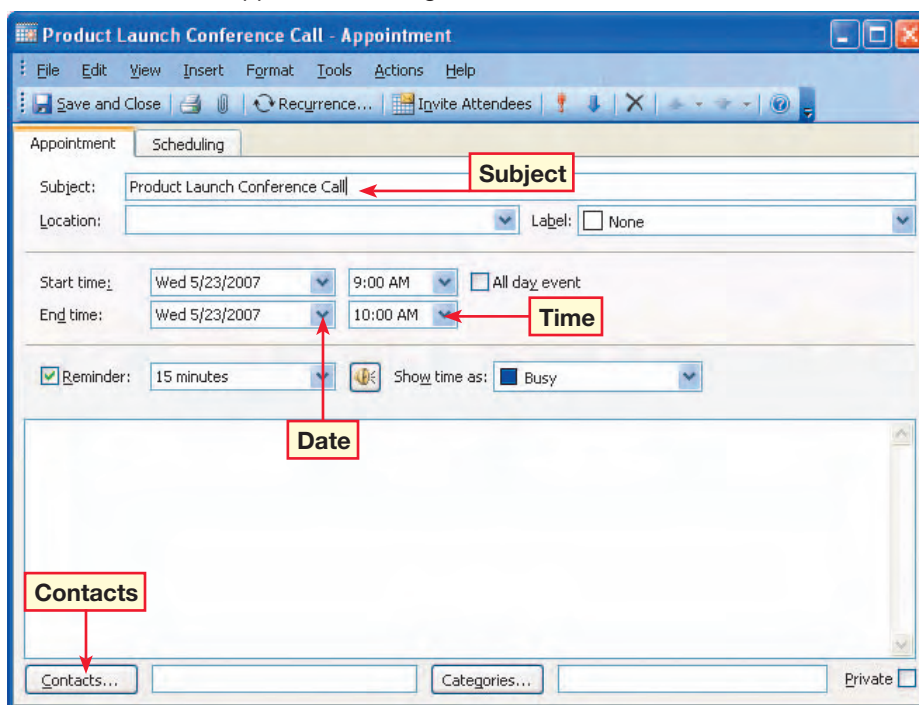
**EL** Check to see that English Learners understand the word *track*.

## EXERCISE 3-2: Track Activities for a Contact

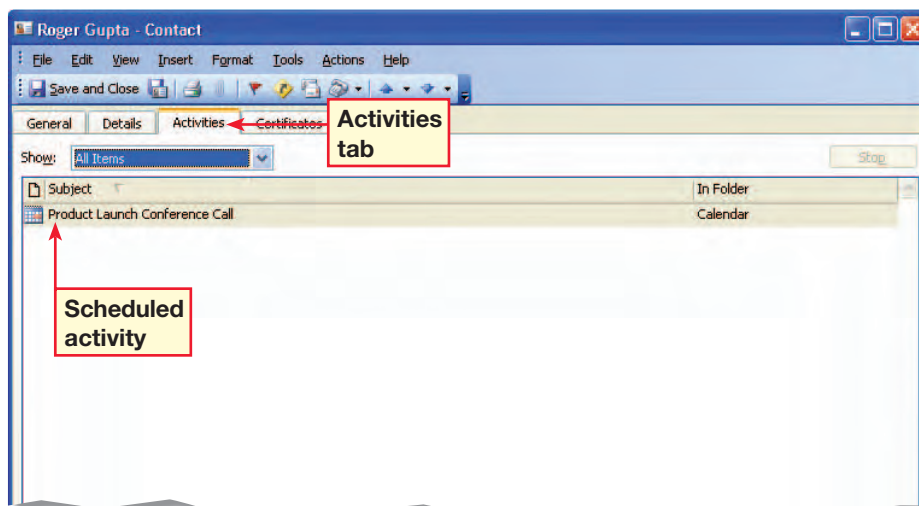


If a contact is related to an activity, you may want to link the activity to the contact. You might keep track of the people you talked to in a conference call by linking them to the appointment. Then **track**, or monitor, the appointments for each contact.

**FIGURE 3.5** New Appointment dialog box







**FIGURE 3.6** Activities tab in Contact box





## Step-By-Step

- 1 In the **Navigation** pane, click **Notes** .
- 2 In the **Notes** pane, click **New Note** . The **Note** form opens (see Figure 3.7).
- 3 In the **Note** body, key: **Bring several copies of schedule to Product Launch meeting.**
- 4 Click **Close** .
- 5 Double-click the note.
- 6 In the open **Note** body, click before **copies**.
- 7 Key: **several**.
- 8 Press the **spacebar** once.
- 9 Click **Close** .
- 10 **CHECK** Your screen should look like Figure 3.8.
- 11 Continue to the next exercise.

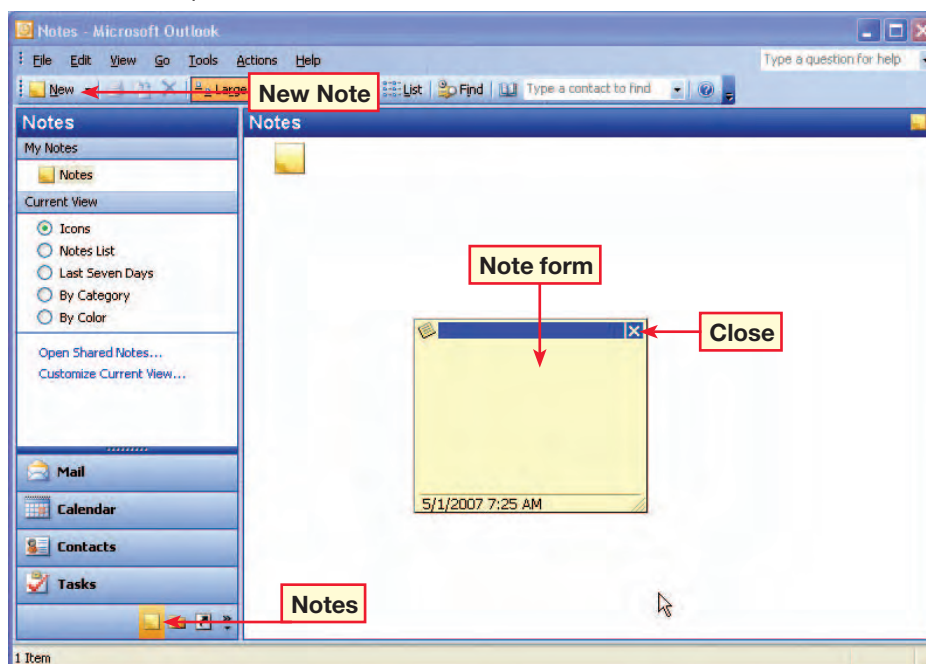
**Teaching Tip** Show students that they can resize a note by dragging the lower right corner.

## EXERCISE 3-3: Create and Modify Notes

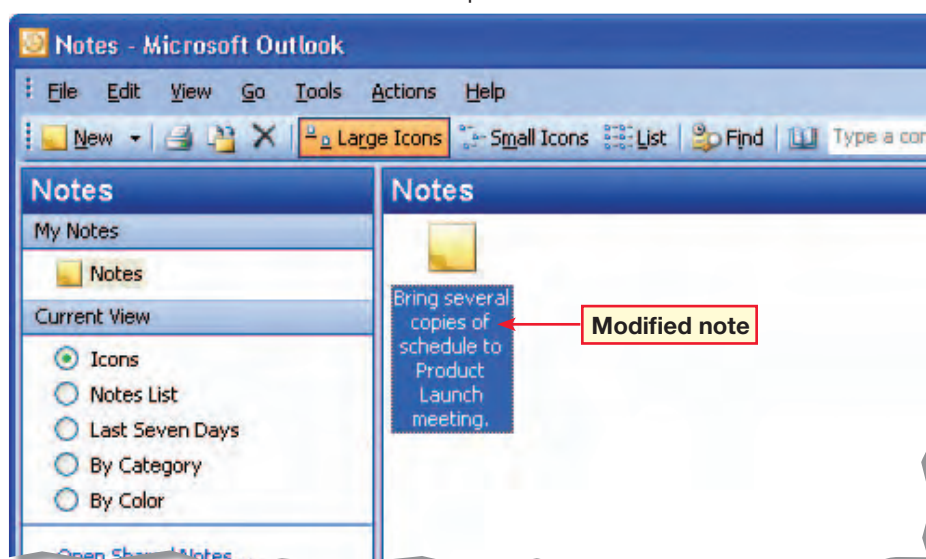


A note is like a sticky note for your computer. Use notes to record thoughts or ideas, or to post reminders to yourself. If necessary, you can open and edit notes to add, delete, or update information.

**FIGURE 3.7** Open Note form



**FIGURE 3.8** Modified Note in the Notes pane



## Step-By-Step

- 1 In the **Navigation** pane, click **Mail**. Select **Inbox**.
- 2 Choose **View>Arrange By>Current View>Customize Current View**.
- 3 In the **Messages** dialog box, click **Fields**.
- 4 In the **Show Fields** dialog box, under **Available fields**, click **Sensitivity** (see Figure 3.9). Click **Add**.
- 5 Click **OK**. In the next dialog box, click **OK**.
- 6 Choose **View>Reading Pane>Off** to see all the fields.
- 7 **!CHECK** Your screen should look similar to Figure 3.10.
- 8 Choose **View>Arrange By>Current View>Customize Current View**. Click **Fields**.

Continued on the next page.

**Differentiated Instruction/Advanced Students** Tell students they can also use **Move Up** and **Move Down** to rearrange the order of how fields are displayed.

Lesson 3: Exercise 3-4

## EXERCISE 3-4: Add and Remove Fields



A **field** is a column in the Inbox pane that contains information about e-mail messages. Examples of Outlook fields include From, Subject, and Received. Customize your Inbox by adding and removing fields. In this exercise, you will add and remove a Sensitivity field that displays a message's Sensitivity level.

FIGURE 3.9 Show Fields dialog box

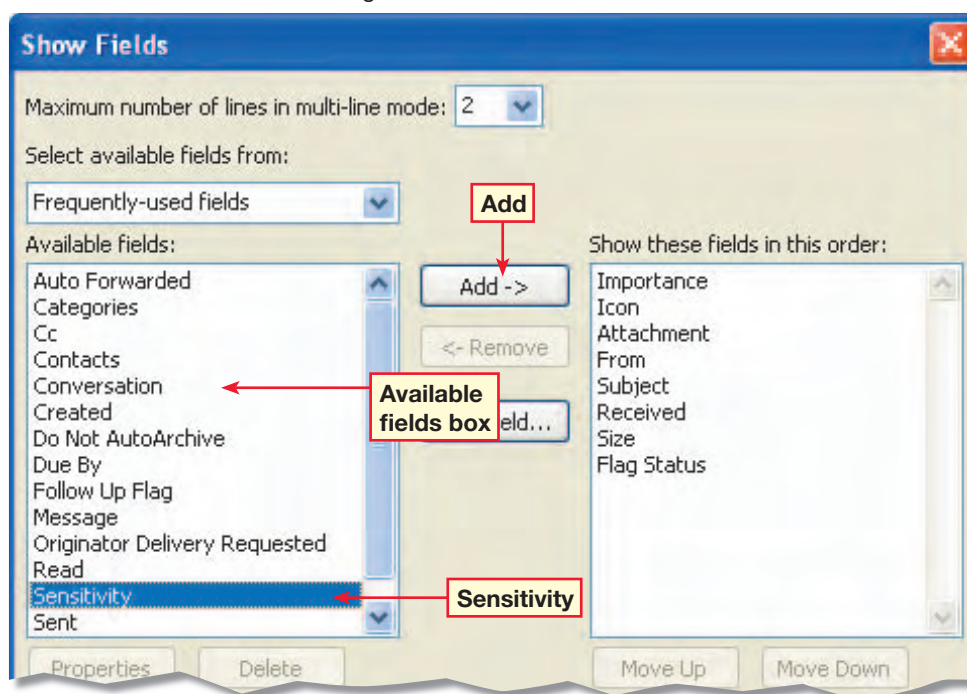
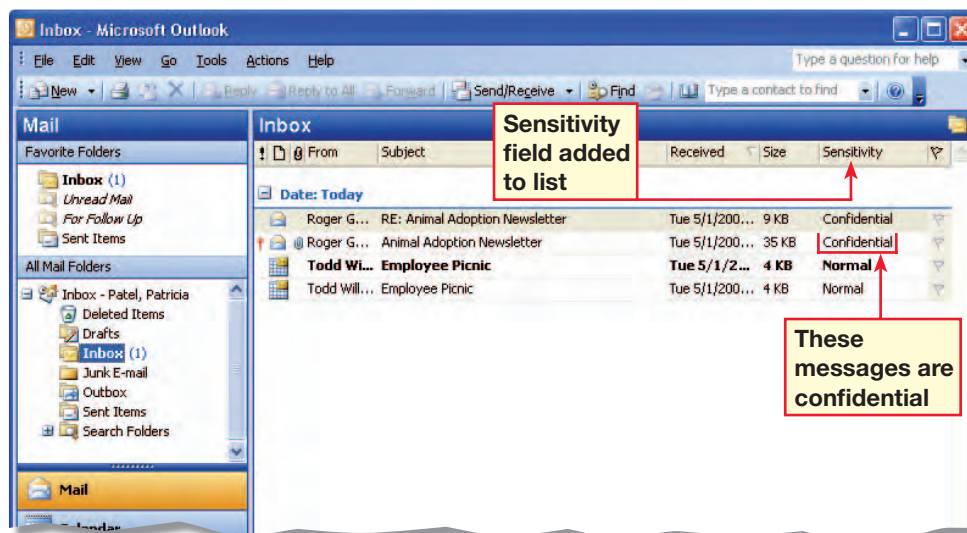


FIGURE 3.10 Sensitivity field added to Inbox



## Step-By-Step

- 9 Under **Show these fields in this order**, click **Sensitivity**.
- 10 Click **Remove**.
- 11 **!CHECK** Your screen should look like Figure 3.11. Notice the **Sensitivity** field moves from the list of fields being used to the **Available fields** list.
- 12 If necessary, select **Sensitivity** again. Click **Add**.
- 13 **!CHECK** Your screen should look like Figure 3.12. The **Sensitivity** field is re-added to your Inbox.
- 14 Click **OK** twice.
- 15 Continue to the next exercise.

### You Should Know

Most people view their e-mail in the order that it was received.

## EXERCISE 3-4: (Continued) Add and Remove Fields



FIGURE 3.11 Sensitivity field removed from Inbox

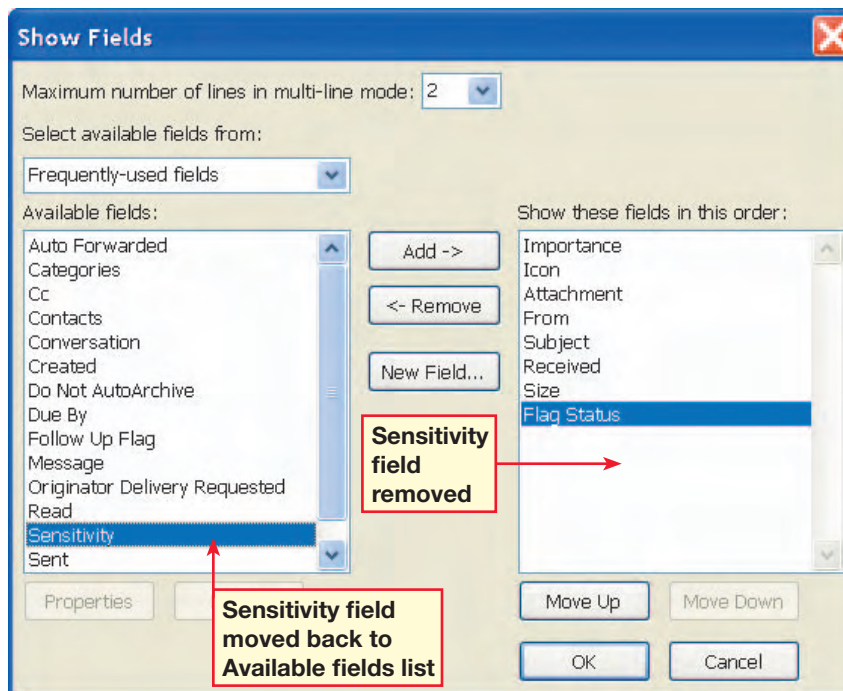
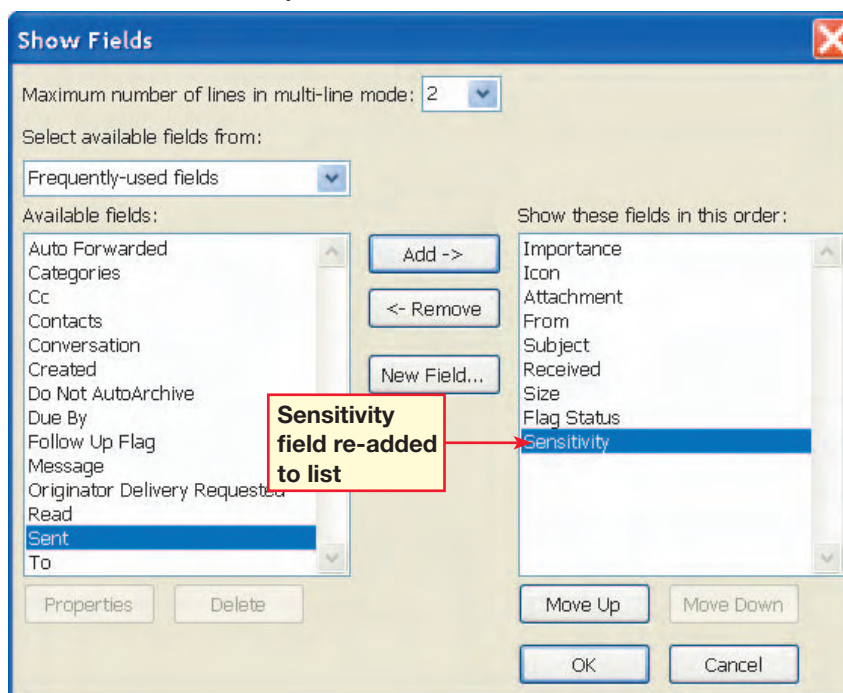


FIGURE 3.12 Sensitivity field readded to Inbox



## Step-By-Step

- 1 In the **Inbox**, click **Received**.
- 2 The order reverses so the message with the earliest received date is at the top of the list (see Figure 3.13).
- 3 Click **From** to sort alphabetically by sender's names.
- 4 Click **Subject** to sort by message subject.
- 5 Click **Size** to sort by message size.
- 6 Click **Received** to sort by most recent message first.
- 7 **CHECK** Your screen should look similar to figure 3.14.
- 8 Continue to the next exercise.

**Teaching Tip** Students' Inboxes will often look different from the figures in this lesson because they are using different e-mail addresses and contacts. Make sure students understand this so they do not become confused.

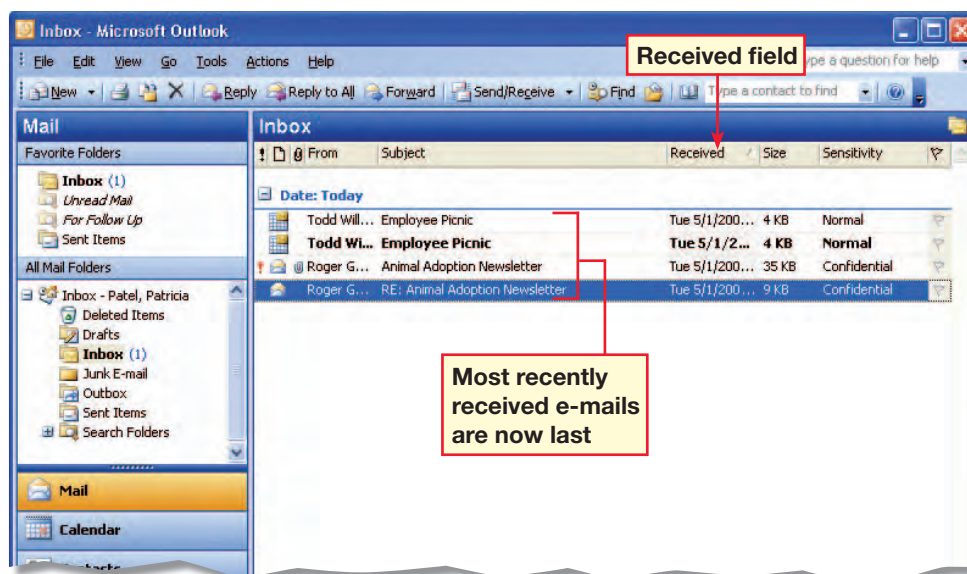
**Troubleshooting** Make sure students begin this exercise with their messages sorted by date received, and with their **View Reading Pane** off.

## EXERCISE 3-5: Sort Items

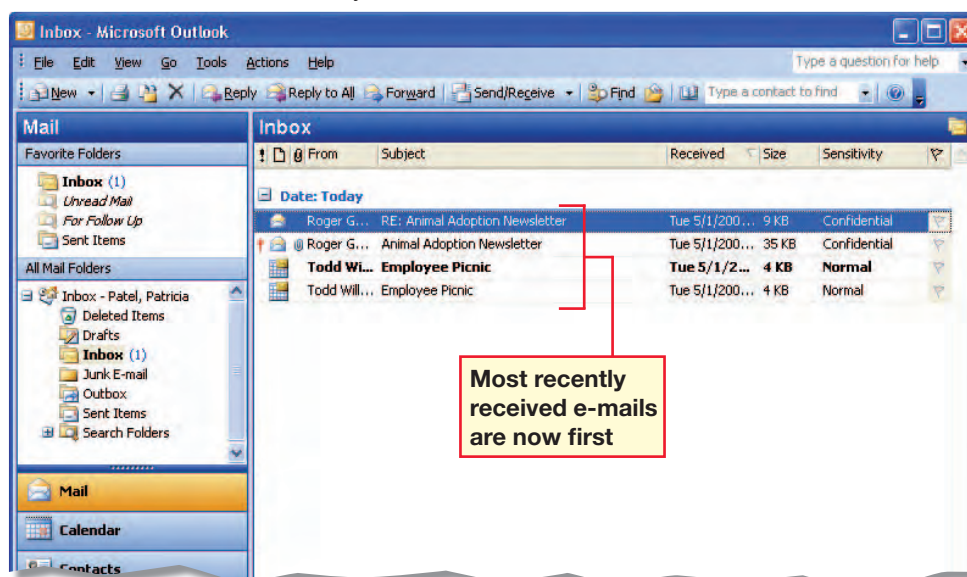


Have Outlook **sort** items so you can find what you need quickly. Sorting puts items in order by a certain field. Sort your messages by several different criteria such as importance, sender, subject, date received, size, and flag status. Sort e-mail by date to organize messages in the order that you received them. Sort e-mail by subject to find a message that has a specific subject.





**FIGURE 3.13** E-mail sorted by date with sort order reversed



**FIGURE 3.14** E-mail sorted by date received



## Step-By-Step

- 1 In the **Navigation** pane, click **Mail**. Open a new message. Address it to your assigned contact.
- 2 Key the **Subject: Friday's Conference Call**. Key the message: **Will you be participating in the call?** Click .
- 3 Click the **Friday's Conference Call** message that your classmate sent to you.
- 4 Choose **Tools > Organize**.
- 5 Click . Next to **Color messages**, click the drop-down arrow and click **Green**. Click **Apply Color**.
- 6 **CHECK** Your screen should look similar to Figure 3.15.
- 7 Click . Under **Change your view**, select **Unread Messages in This Folder**.
- 8 Click **Close Organize** .
- 9 **CHECK** Your screen should look similar to Figure 3.16.
- 10 Continue to the next exercise.

**EL** Consider pairing English Learners with native English speakers for this exercise.

### Lesson 3: Exercise 3-6

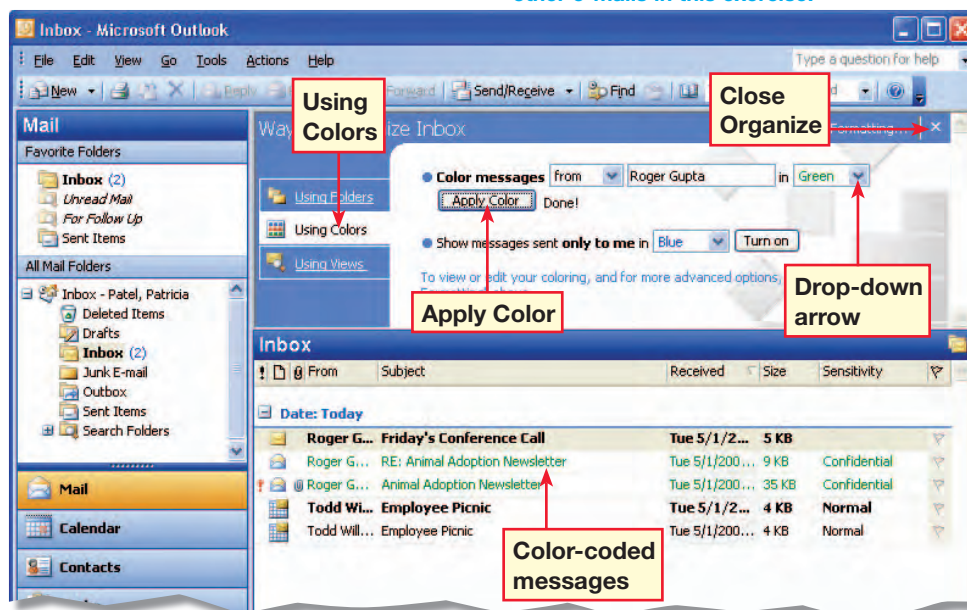
## EXERCISE 3-6: Organize Items Using Colors and Views



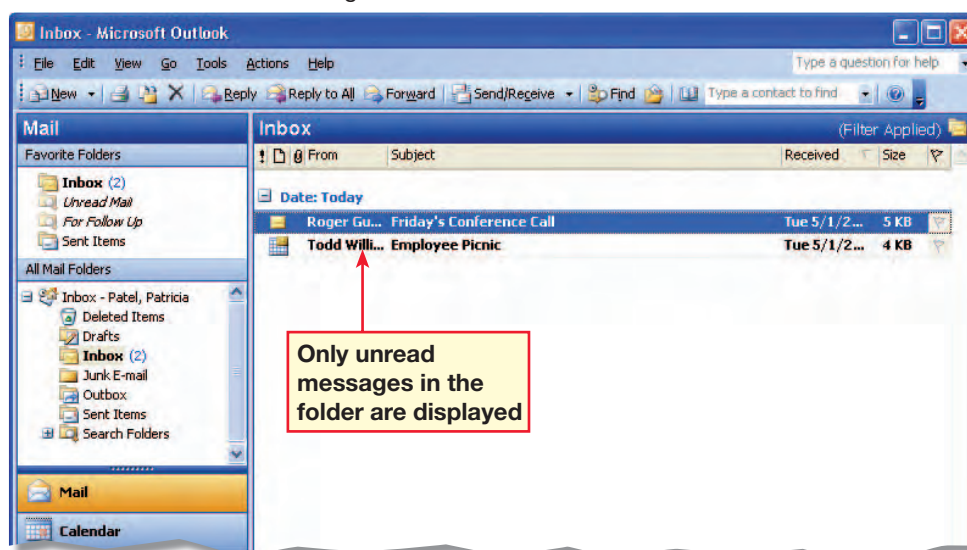
Outlook provides different tools that you can use to organize your messages. Use colors to distinguish different kinds of messages quickly. You can also organize your Inbox by changing the view. For example, you can change the view to display only messages that have not been read or only messages that are less than one week old.

**Step-By-Step Tip** In Step 1, assign students e-mail addresses so they can send each other e-mails in this exercise.

**FIGURE 3.15** Color applied to messages



**FIGURE 3.16** Unread Messages in This Folder view



## Step-By-Step

- 1 In the **Mail** pane, choose **View>Arrange By>Current View>Define Views**.
- 2 In the **Custom View Organizer** dialog box, click **New**. In the **Create a New View** dialog box, under **Name of new view**, key: **Conference Call** (see Figure 3.17).
- 3 Under **Type of view**, select **Table**. Under **Can be used on**, select **This folder, visible to everyone**. Click **OK**.
- 4 In the **Customize View: Conference Call** dialog box, click **Filter**.
- 5 In the **Filter** dialog box, under **Search for the word(s)**, key: **conference**. Click **OK** twice.
- 6 In the **Custom View Organizer** dialog box, under **Views for folder "Inbox"**, select **Conference Call**. Click **Apply View**.
- 7 **CHECK** Your screen should look similar to Figure 3.18.
- 8 Choose **View>Arrange By>Current View>Messages**. Continue to the next exercise.

### Lesson 3: Exercise 3-7

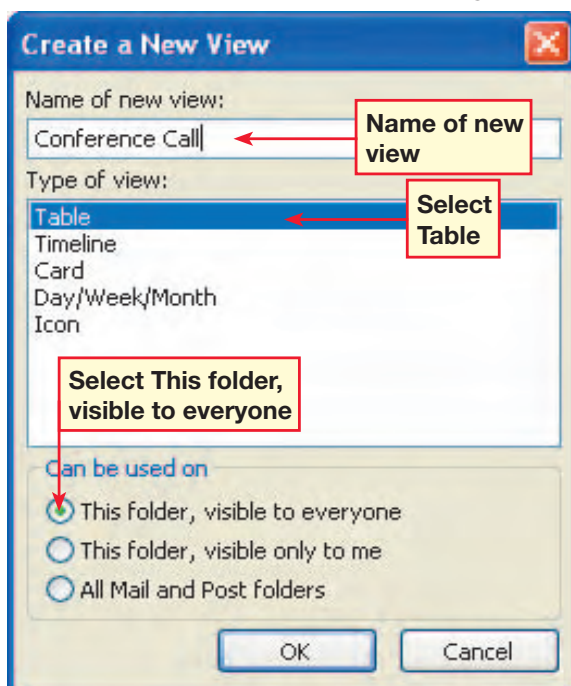
## EXERCISE 3-7: Filter Messages



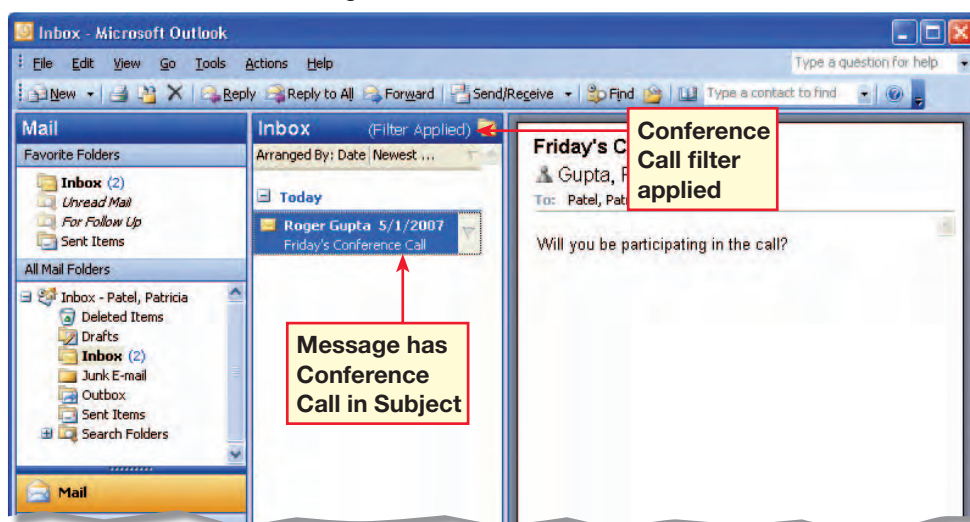
You might have hundreds of messages in your Inbox. When you **filter** e-mail, Outlook only displays messages that meet certain conditions. For example, you might define a view that only shows you messages from a certain person, or only displays messages with a particular subject.

**Teacher Tip** Let students know that filter searches are not case sensitive.

**FIGURE 3.17** Create a New View dialog box



**FIGURE 3.18** Filtered message



## Step-By-Step

- 1 In the **Mail** pane, choose **Tools>Rules and Alerts**.
- 2 In the **Rules and Alerts** dialog box, click **New Rule**.
- 3 In the **Rules Wizard** dialog box, select **Start creating a rule from a template**. Under **Step 1: Select a template**, click **Move messages from someone to a folder** (see Figure 3.19). Click **Next**.
- 4 In **Step 1: Select condition(s)**, confirm that **from people or distribution list** is checked.
- 5 In **Step 2: Edit the rule description**, click **people or distribution list**.
- 6 In the **Rule Address** dialog box, click the **Show Name from the:** drop-down arrow. Select **Contacts**.
- 7 **!CHECK** Your dialog box should look like Figure 3.20.
- 8 Double-click the name of your assigned contact. Click **OK**.

Continued on the next page.

## EXERCISE 3-8: Use Rules



Create a **rule** to organize messages by moving them automatically into folders. You could create a rule that puts all incoming messages from one of your classmates into the same folder.

FIGURE 3.19 Rules Wizard dialog box

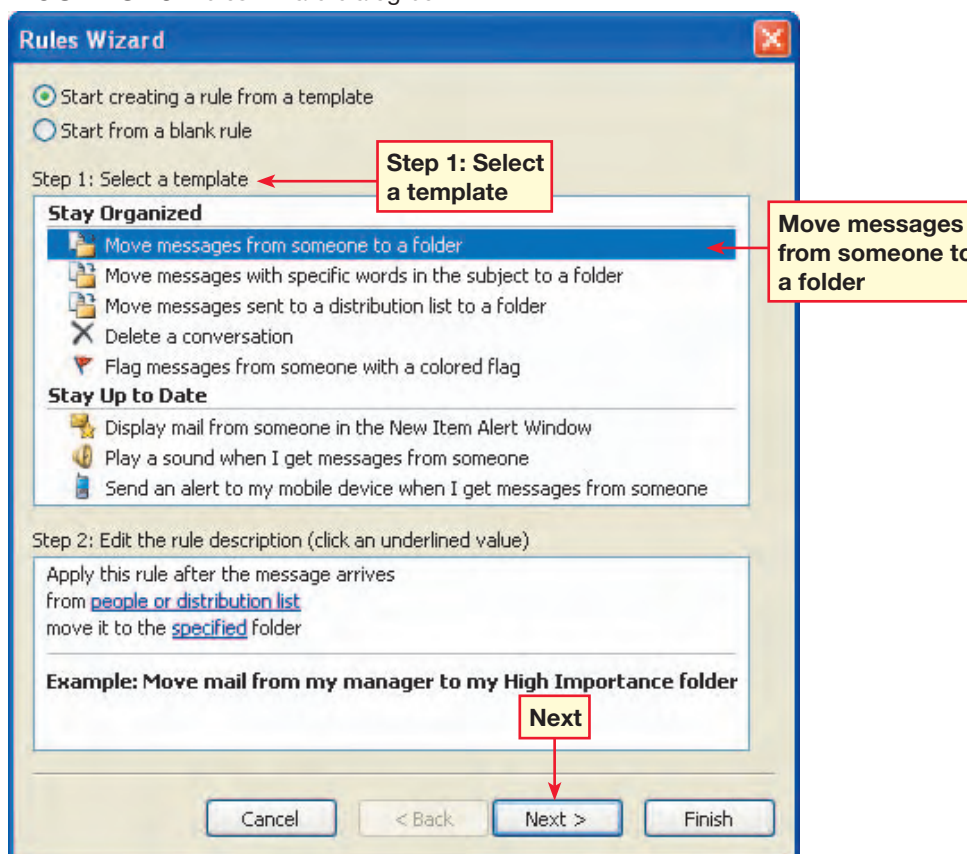
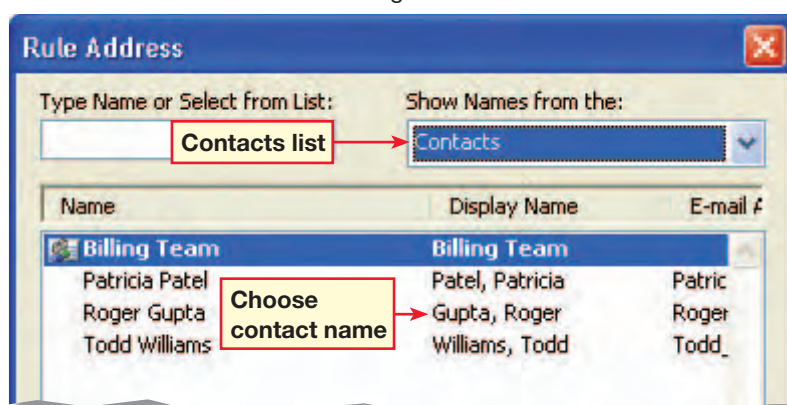


FIGURE 3.20 Rule Address dialog box



## Step-By-Step

- 9 In the **Rules Wizard** dialog box, under **Step 2: Edit the rule description**, click **specified**.
- 10 In the **Rules and Alerts** dialog box, click **Inbox**. Click **New**.
- 11 In the **Name** box, key: **Messages from [Name of classmate]**. Click **OK**.
- 12 Click **OK**. In the **Rules Wizard**, click **Next**.
- 13 Confirm that Step 2 says **from [your classmate's e-mail] move it to the Messages from [your classmate's name] folder**. Click **Next**.
- 14 Do not choose anything. Click **Next**.
- 15 In the **Rules Wizard** final page, make sure the two boxes under **Step 2: Setup rule options** are checked (see Figure 3.21). Click **Finish**.
- 16 In the **Rules and Alerts** dialog box, click **OK**.
- 17 **CHECK** Your screen should look similar to Figure 3.22. Continue to the next exercise.

## EXERCISE 3-8: (Continued) Use Rules



FIGURE 3.21 Rules Wizard final page

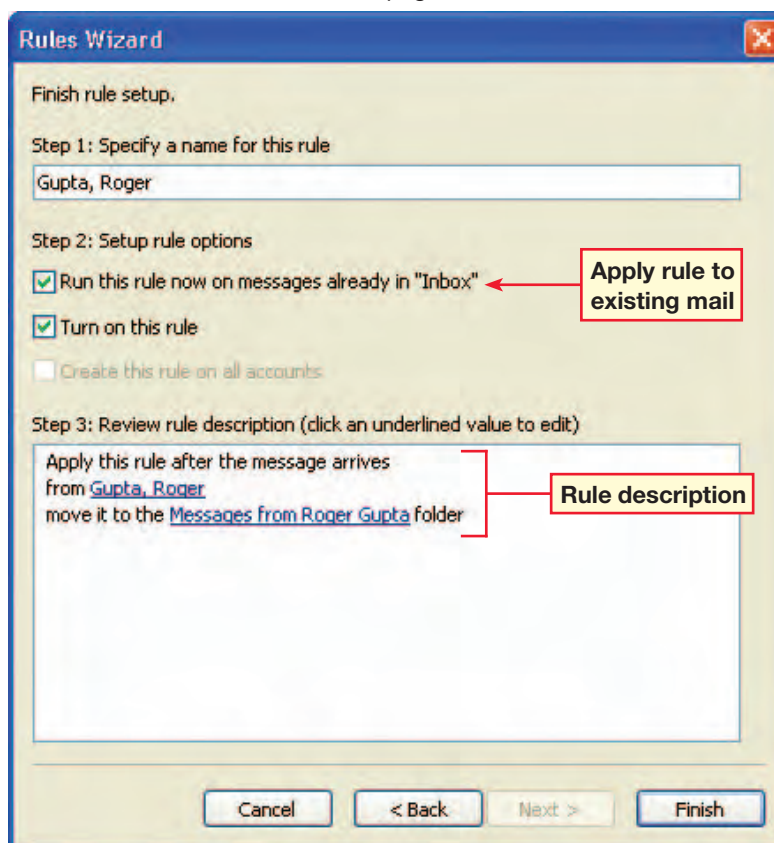


FIGURE 3.22 Messages from Roger folder





## Step-By-Step

- 1 In the **Mail** pane, choose **File>New>Folder**.
- 2 In the **Create New Folder** dialog box, under **Name**, key: **Product Launch**.
- 3 Under **Select where to place the folder**, select **Inbox** (see Figure 3.23). Click **OK**.
- 4 Repeat steps 1 through 3. This time, in step 2, key: **Personnel**.
- 5 Repeat steps 1 through 3. This time, in step 2, key: **Deadlines**.
- 6 In the folder list, right-click the **Deadlines** folder. In the shortcut menu, select **Delete "Deadlines"**.
- 7 In the warning dialog box, click **Yes**.
- 8 **CHECK** Your screen should look similar to Figure 3.24.
- 9 Continue to the next exercise.

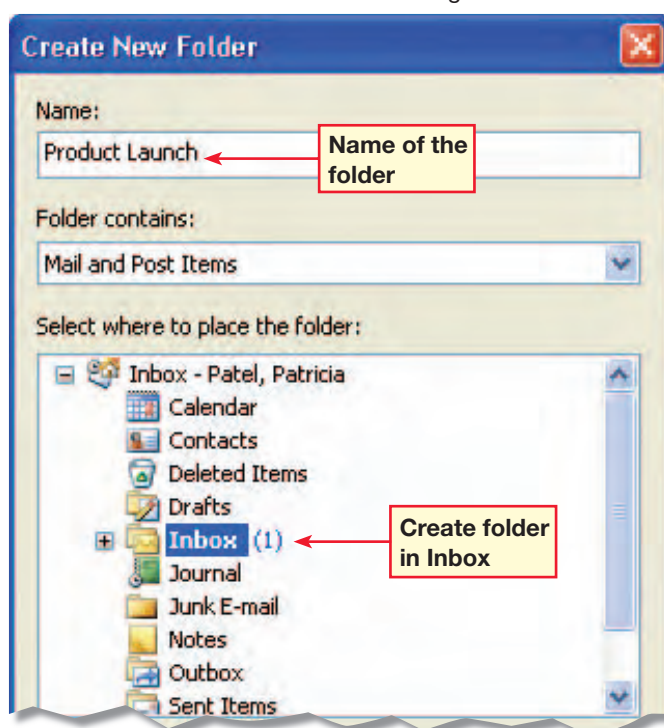
**Troubleshooting** Be sure students are placing the new folder in the **Inbox**.

## EXERCISE 3-9: Create and Delete Folders

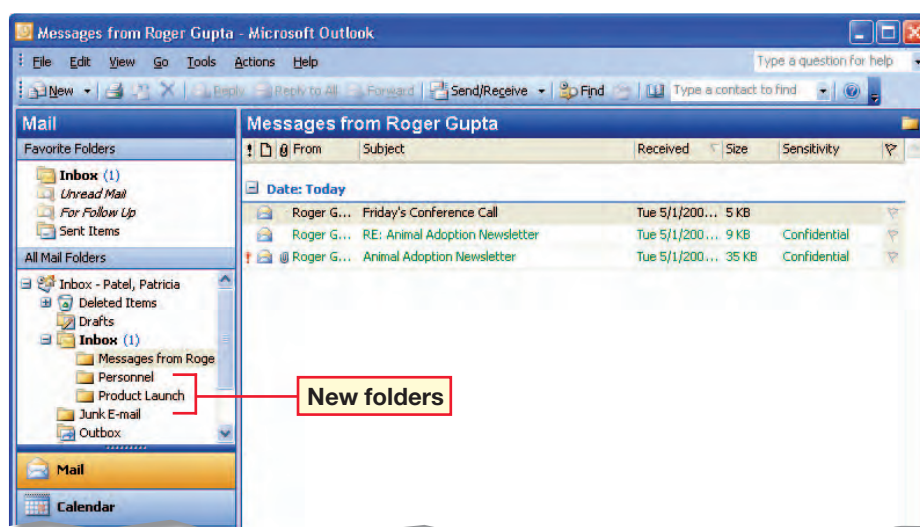


Create folders to hold e-mail related to different projects. At the end of projects, some folders may no longer be necessary. To stay organized, remove the clutter and delete any folders that you no longer need.

**FIGURE 3.23** Create New Folder dialog box



**FIGURE 3.24** Mail view with revised folder list



## Step-By-Step

- 1 In the **Mail** pane, under **All Mail Folders**, open the folder **Messages from [your classmate]**.
- 2 Right-click the message **Friday's Conference Call**.
- 3 In the shortcut menu, select **Move to Folder**.
- 4 In the **Move Items** dialog box, click the **Product Launch** folder (see Figure 3.25).
- 5 Click **OK**.
- 6 In the **Mail** pane, click the **Product Launch** folder.
- 7 **CHECK** Your screen should look similar to Figure 3.26.
- 8 Continue to the next exercise.

### Tips and Tricks

A quick way to move a message to another folder is to drag it.

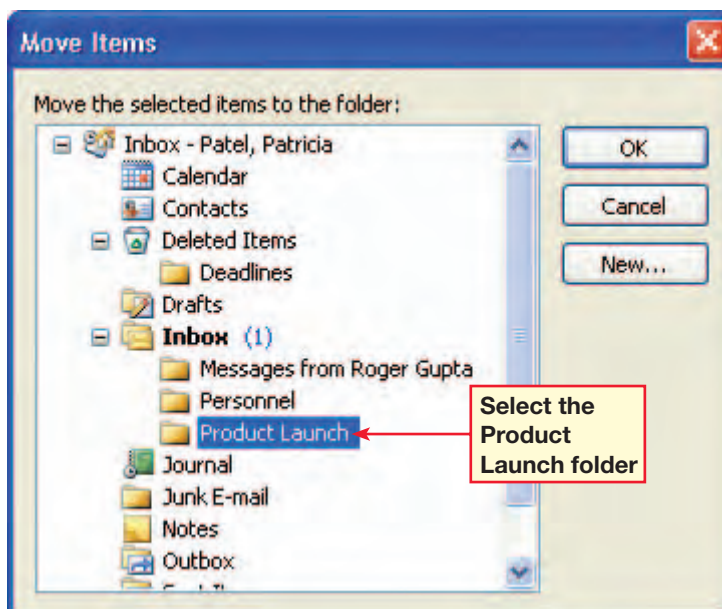
**Different Strokes** Tell students that they can select multiple messages before they right-click. Click the first message. Then hold down **Ctrl** and click the other messages.

## EXERCISE 3-10: Move Items Between Folders

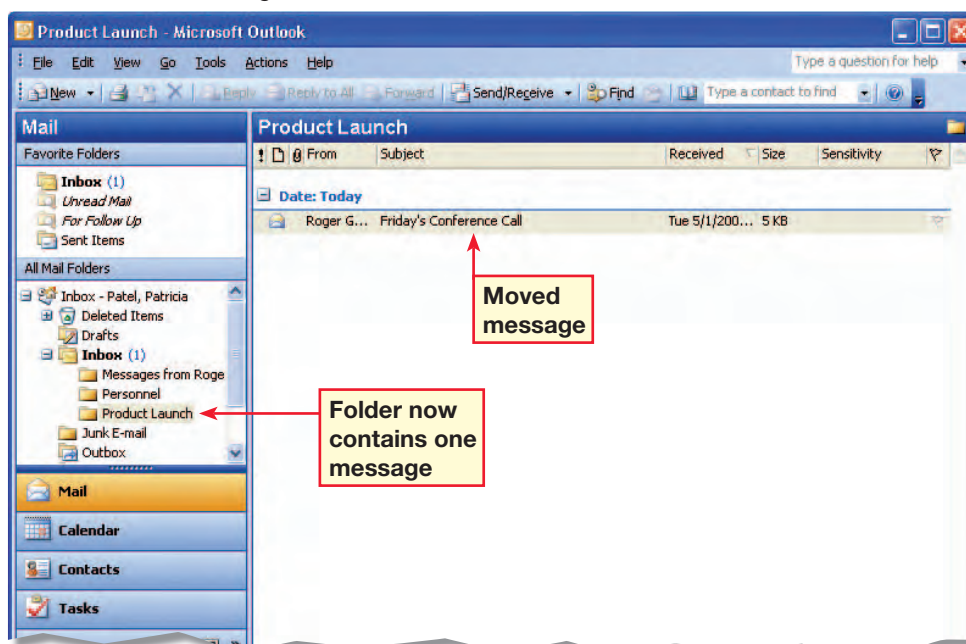


Sometimes you need to move a message from one folder to another. Outlook makes it easy to move messages between folders.

**FIGURE 3.25** Move Items dialog box



**FIGURE 3.26** Message moved to Product Launch folder



## Step-By-Step

- 1 Send your assigned contact an e-mail with the subject **New Agenda**.
- 2 In the **Mail** pane, click on your **Messages from [classmate's name]** folder. Note the date of the **New Agenda** e-mail.
- 3 Choose **File > Archive**. In the **Archive** dialog box, click your **Messages from [classmate's name]** folder.
- 4 Click the **Archive items older than** drop-down arrow (see Figure 3.27). Choose tomorrow's date.
- 5 Click **OK**.
- 6 In the warning box, click **Yes**.
- 7 **CHECK** Your screen should look like Figure 3.28. Note that you may need to scroll down to see the **Archive** folder.
- 8 Continue to the next exercise.

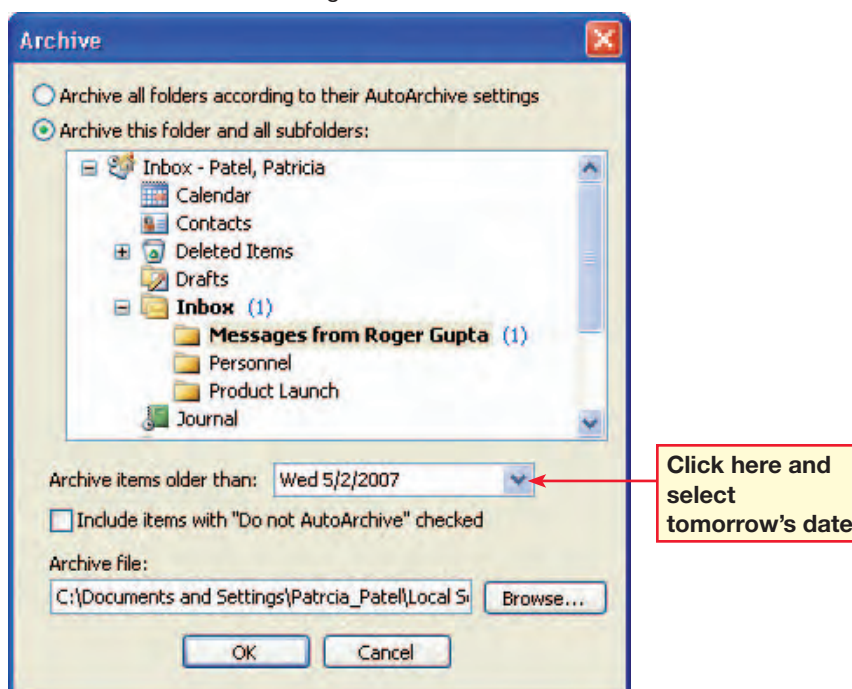
**Differentiated Instruction/Advanced Students** Have students look at the ways to clean out clutter in their **Inbox** and folders under **Tools > Mailbox Cleanup**.

## EXERCISE 3-11: Archive Items

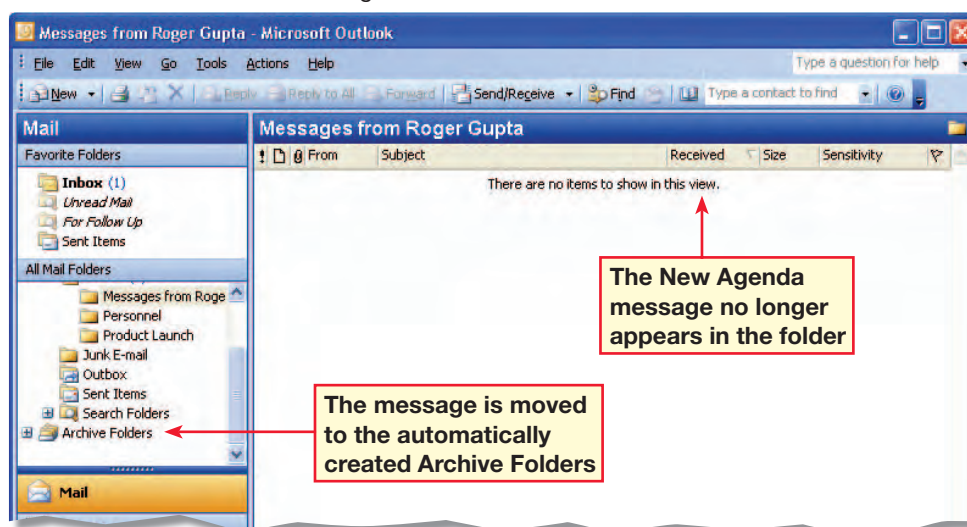


The process of saving old messages is called archiving. **AutoArchive** automatically moves older messages to another location so that your Inbox and other folders do not get cluttered. You can also manually archive your messages by using the Archive dialog box.


**FIGURE 3.27** Archive dialog box



**FIGURE 3.28** Archived message



## Step-By-Step

- 1 Create a new e-mail message for your assigned classmate.
- 2 In the **Subject** box, key: **Product Test**. In the message body, key **Please be aware that the product test will begin on Monday**. Send the message.
- 3 In your **Inbox**, click the **Product Test** message that your classmate sent to you.
- 4 On the toolbar, click **Find**  (see Figure 3.29).
- 5 In the **Look for** box, key: **test**.
- 6 Click the **Search In** drop-down arrow. Click **All Mail Folders**.
- 7 Click **Find Now**.
- 8 **CHECK** Your screen should look similar to Figure 3.30.
- 9 Click **Clear**. Close the **Find** pane (see Figure 3.30).
- 10 Continue to the next exercise.

**Step-By-Step Tip** If necessary, in Step 1, assign each student a classmate to e-mail.

**Step-By-Step Tip** In Step 4, let students know that by default, **Find** searches in both the body and the subject of messages.

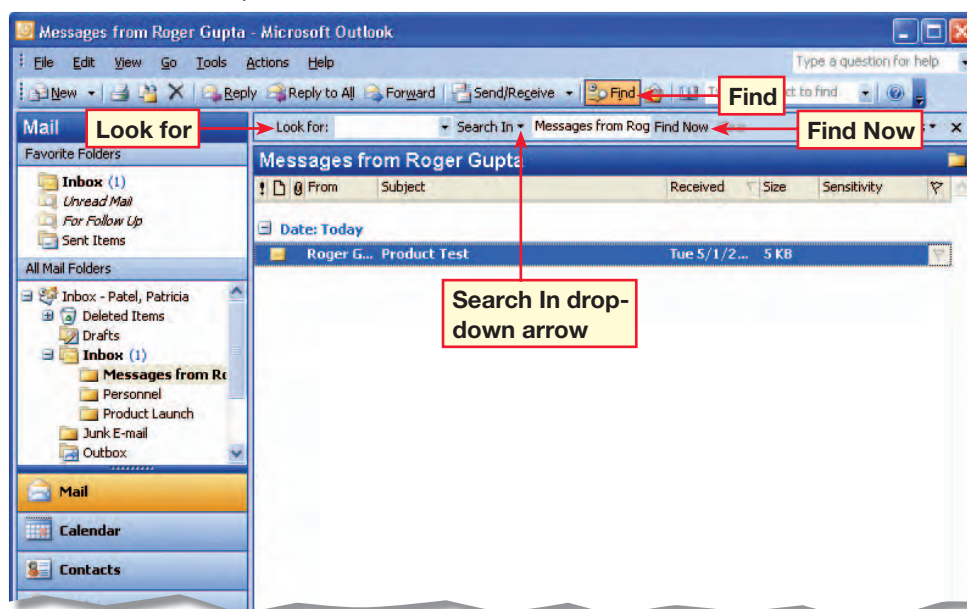
### Lesson 3: Exercise 3-12

## EXERCISE 3-12: Find Items

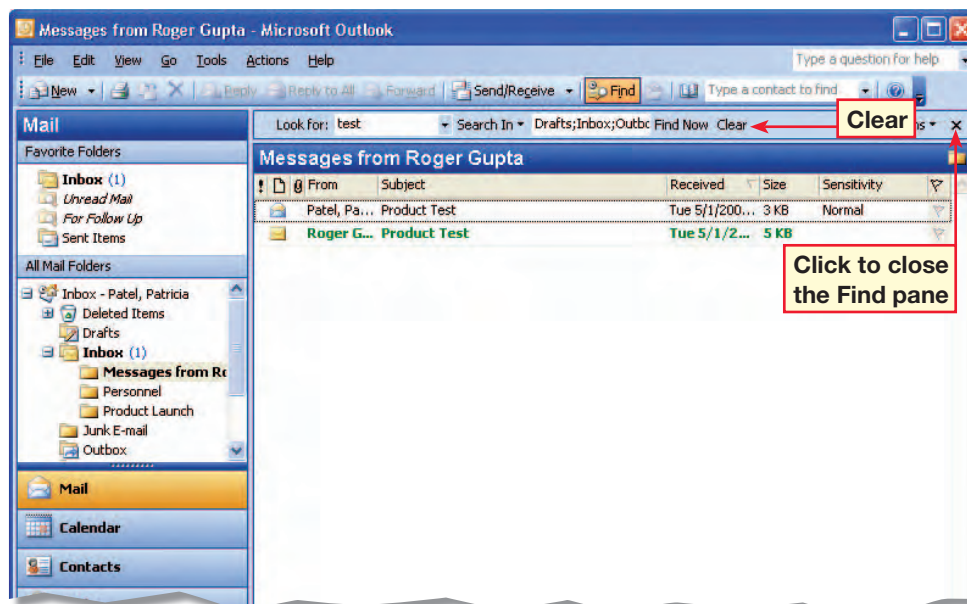


Use the Find feature to locate all messages that contain a particular word or phrase. When looking for particular words or phrases, you can choose to search in your messages' subjects, in the messages' bodies, or in both.

**FIGURE 3.29** Find pane



**FIGURE 3.30** Find results



## Step-By-Step

- 1 In the **Inbox**, send your assigned contact an e-mail with the subject **Revised Agenda**.
- 2 In the **Messages from [your classmate]** folder, select your new **Revised Agenda** message.
- 3 Press **CTRL** and select your **Product Test** message. Both messages should be selected.
- 4 Choose **Edit>Categories**.
- 5 In the **Categories** dialog box, under **Available categories**, click the **Business** check box (see Figure 3.31).
- 6 Click **OK**.
- 7 Choose **View>Arrange By>Categories**.
- 8 **CHECK** Your screen should look like Figure 3.32.
- 9 To return to the default view, choose **View>Arrange By>Date**.
- 10 Continue to the next exercise.

**Differentiated Instruction/Advanced Students Show students how to find all messages in a category. In the Find pane, click Options. Select Advanced Find. Click the More Choices tab. Click Categories.**

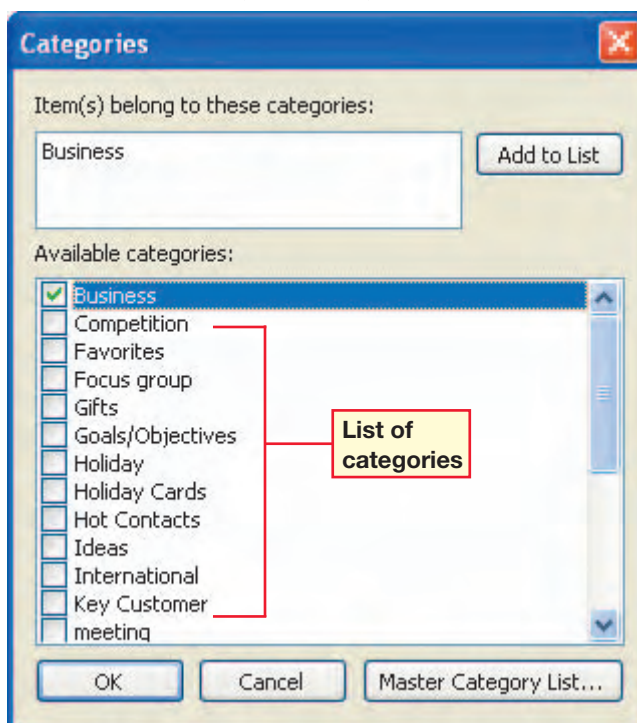
### Lesson 3: Exercise 3-13

## EXERCISE 3-13: Assign Items to Categories

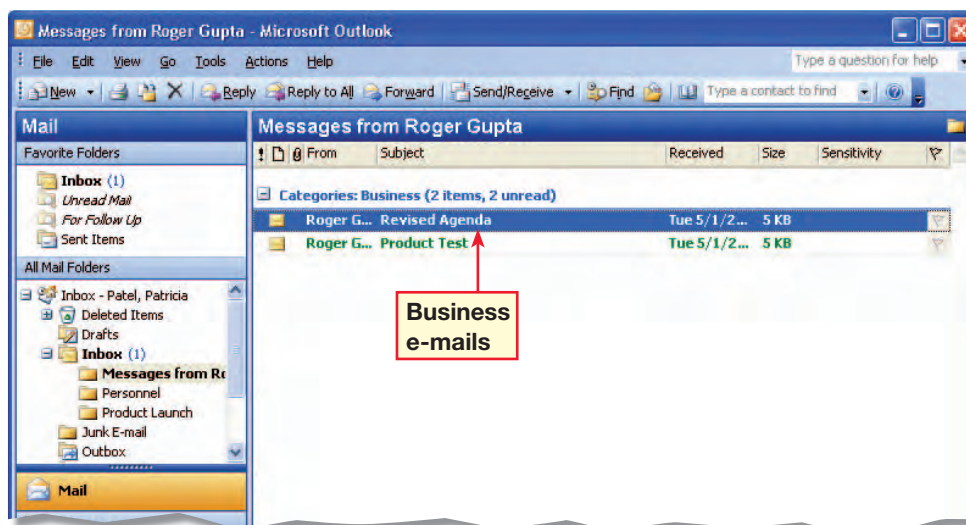


If messages or other items are related in some way, create a **category** for them. For example, you could use categories to separate business-related and personal messages.

**FIGURE 3.31** Categories dialog box



**FIGURE 3.32** Arrange by categories



## Step-By-Step

- 1 In the **Mail** pane, choose **File>New>Search Folder**.
- 2 In the **New Search Folder** dialog box, under **Mail from People and Lists**, select **Mail sent directly to me** (see Figure 3.33).
- 3 Click **OK**.
- 4 In the **Mail** pane, under **All Mail Folders**, scroll to **Search Folders**.
- 5 Click the **Sent Directly to Me** folder.
- 6 **CHECK** Your screen should look similar to Figure 3.34.
- 7 Under **All Mail Folders**, click **Inbox**.
- 8 Continue to the next exercise.

### You Should Know

Messages are not actually stored in search folders. Changes made to the view of a message in a search folder are made to the message itself.

## EXERCISE 3-14: Use Search Folders



Use the **search folder** feature to search for a certain kind of message. For instance, you can search for messages that were sent directly to you. Outlook will then automatically put all of these messages into a separate folder and help you keep them organized.

**Teaching Tip** Explain to students that **Sent Directly to Me** means that the e-mail has been sent only to them; it is not part of a larger e-mail list.

FIGURE 3.33 New Search Folder dialog box

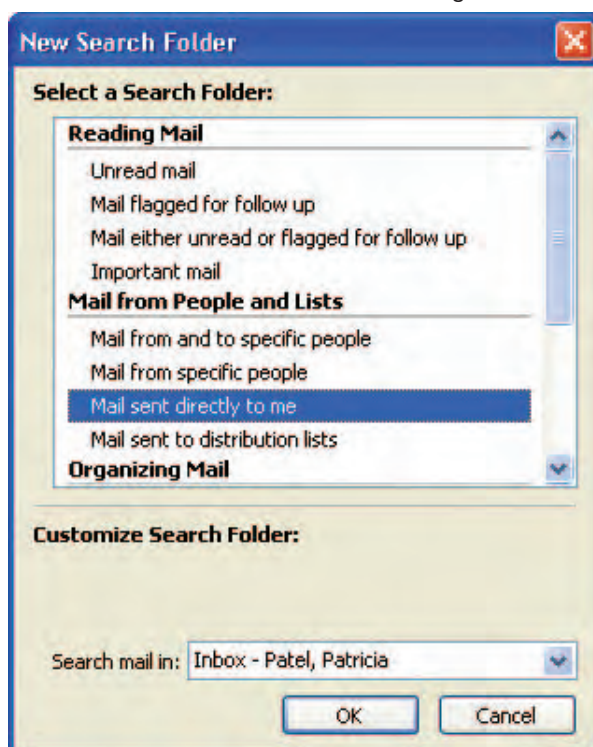
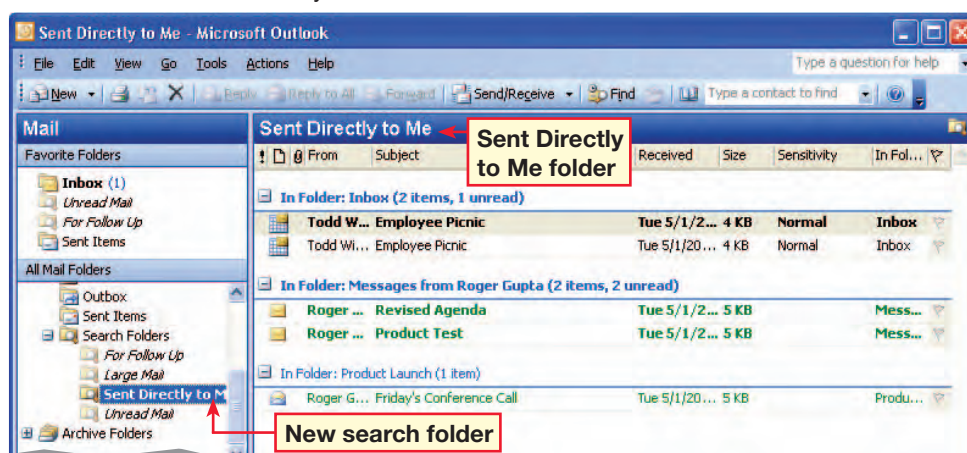


FIGURE 3.34 Sent Directly to Me folder in Search Folders



## Step-By-Step

- 1 In the **Product Launch** folder, click **Friday's Conference Call**.
- 2 Choose **File>Save As**. In the **Save As** dialog box, click the **Save in** drop-down arrow.
- 3 Save the folder in a location approved by your teacher.
- 4 Click the **Save as type** drop-down arrow. Select **Text Only (\*.txt)** (see Figure 3.35).
- 5 Click **Save**.
- 6 Exit **Outlook**.
- 7 Browse to the folder where you saved the message.
- 8 Open the folder.
- 9 **!CHECK** Your screen should look similar to Figure 3.36.
- 10 Close the folder.

**Solution** Students should have a **Friday's Conference Call.txt** message saved in their designated folder.

**Step-By-Step Tip** In Step 3, tell students which folder to select.

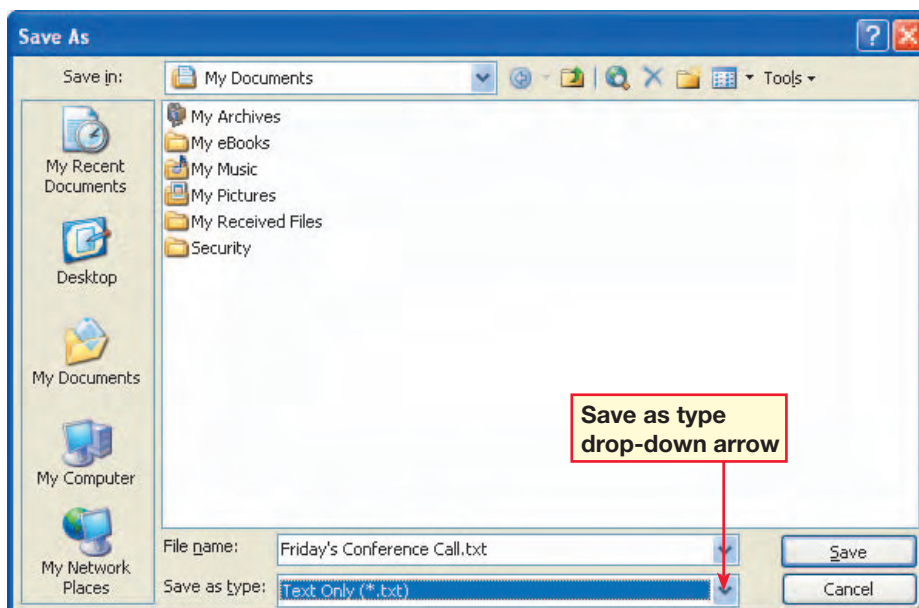
### Lesson 3: Exercise 3-15

## EXERCISE 3-15: Save Items in Different File Formats

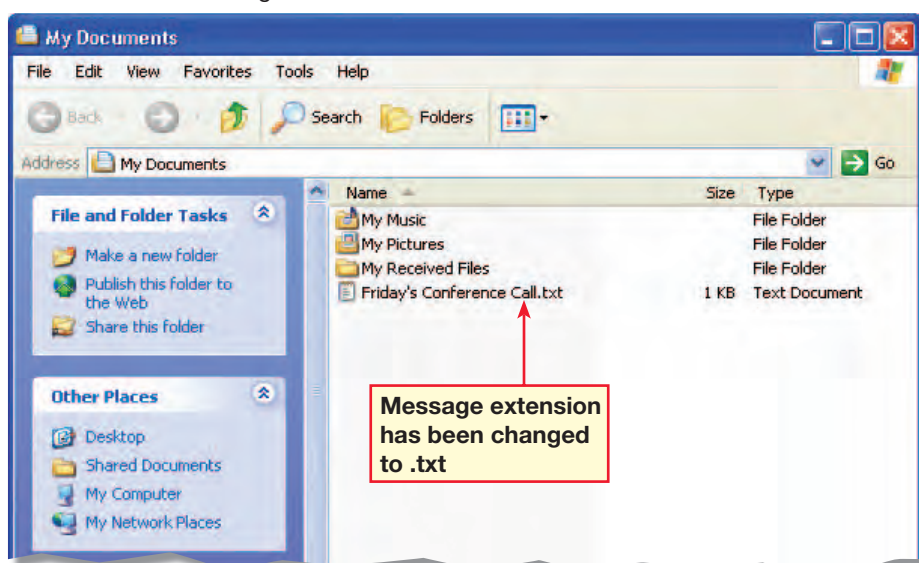


A **message format** is the format that a message is saved in. You might occasionally need to save a message in a format that is different from the message's original format. For example, if someone sends you a photo, you might save the message as HTML so you can post it on a Web site. If you are sent text to include in a slide show or written report, you might save the message as text to import it into another program.

**FIGURE 3.35** Save As dialog box



**FIGURE 3.36** Message saved with .txt extension



# 21<sup>st</sup> Century LEARNER

## Managing Resources

**I**ncreasingly, companies expect that their employees have the ability to multitask, or to handle several projects at once. Multitasking involves effectively managing resources such as detailed information about each project at hand. In order to efficiently complete a variety of tasks, each project's resources must be readily available.

### Setting Up a Management System

Computers can make managing resources much easier. Consider the following ways to help you manage resources:

- Create folders
- Use color coding
- Sort alphabetically or by date
- Set up a reminder

All of these resource management tips are easy to do with computer applications such as Outlook. If all else fails, most applications include a search feature that helps you locate the occasionally misplaced document.

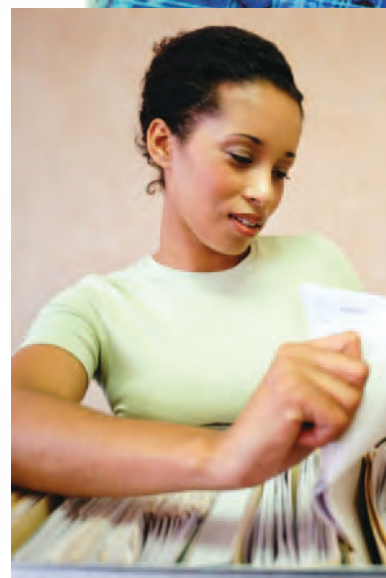
### MEET THE MANAGER

Jessica Mireider works for The Lewin Group in Falls Church, Virginia. She analyzes the costs of health care. She says, "If you can't adapt, you can't succeed. Especially in a time when companies are downsizing, each employee needs to take on more responsibility. You need to play all of the roles that your employer needs so that you will be valued highly as an employee." Being organized can help you multitask more successfully.

◀ SkillBuilder answers can be found on page TM69.

### SKILLBUILDER

1. **Define** What is multitasking?
2. **Explain** Why are physical files sometimes difficult to use?
3. **List** What are some ways that computers can manage information?
4. **Identify** Do an Internet search for Outlook tutorials. Identify two additional ways that Outlook can manage information.



Using folders can help you organize documents.






## LESSON

## 3

## Quick Reference

The following main commands were covered in the lesson. See Appendix A on page 474 for a listing of all the commands used in this book.

Function	Button	Menu	Keyboard	Speech
Change Reading Pane		View>Reading Pane	<b>ALT</b> + <b>V</b> / <b>N</b>	<input checked="" type="checkbox"/>
Clean up the Outlook mailboxes		Tools>Mailbox Cleanup	<b>ALT</b> + <b>T</b> / <b>X</b>	<input checked="" type="checkbox"/>
Create a new distribution list		File>New>Distribution List	<b>CTRL</b> + <b>SHIFT</b> + <b>L</b>	<input checked="" type="checkbox"/>
Create a new folder		File>New Folder	<b>CTRL</b> + <b>SHIFT</b> + <b>E</b>	<input checked="" type="checkbox"/>
Create a new note		File>New>Note	<b>CTRL</b> + <b>SHIFT</b> + <b>N</b>	<input checked="" type="checkbox"/>
Create a new search folder		File>New Search Folder	<b>CTRL</b> + <b>SHIFT</b> + <b>P</b>	<input checked="" type="checkbox"/>
Create a rule		Tools>Rules and Alerts	<b>ALT</b> + <b>T</b> / <b>L</b>	<input checked="" type="checkbox"/>
Customize a view		View>Arrange By>Current View>Customize Current View		<input checked="" type="checkbox"/>
Define a view to filter messages		View>Arrange By>Current View>Define Views		<input checked="" type="checkbox"/>
Organize messages		Tools>Organize	<b>ALT</b> + <b>T</b> / <b>Z</b>	<input checked="" type="checkbox"/>
Search for words or phrases		Tools>Find	<b>CTRL</b> + <b>E</b>	<input checked="" type="checkbox"/>
Select all items in a list		Edit>Select All	<b>CTRL</b> + <b>A</b>	<input checked="" type="checkbox"/>
View all messages		View>Arrange By>Current View>Messages		<input checked="" type="checkbox"/>
View notes		Go>Notes	<b>CTRL</b> + <b>5</b>	<input checked="" type="checkbox"/>
View Outlook Options		Tools>Options	<b>ALT</b> + <b>T</b> / <b>O</b>	<input checked="" type="checkbox"/>

## LESSON

## 3

## Concept Review

## Key Terms

AutoArchive

Category

Distribution list

Field

Filter

Message format

Rule

Search folder

Sort

Track

**Answer to Key Term**

**Activity** Key Term grids will vary but should include five Key Terms. Definitions should also be listed.

## Reviewing Key Terms

Complete the following statements on a separate piece of paper. Choose from the Key Terms list on the left to complete the statements.

- Use AutoArchive to move older messages automatically from your Inbox and message folders to another location. (p. 387)
- A(n) search folder shows views of messages that contain a certain word or phrase. (p. 390)
- Use a(n) rule to sort messages automatically into appropriate folders. (p. 383)
- A(n) distribution list is a group of e-mail addresses saved under one name. (p. 374)
- Filter e-mail to see only messages that meet certain conditions and to hide the ones that do not. (p. 382)

## Key Term Activity

- Select five Key Terms and create a word search.
  - On grid paper, create a box that is 15 units by 15 units.
  - Using one unit per letter, write each Key Term vertically, horizontally, or diagonally in the grid.
  - Fill in the remaining cells with various letters.
  - For each Key Term, write a definition of the term in your own words. Have a classmate identify the words and find them in the puzzle.

## Reviewing Key Facts

Answer the following questions on a separate piece of paper.

- How do you sort messages in the Inbox? (p. 380)
 

<input type="radio"/> A. Click a field name.	<input type="radio"/> C. Double-click a field name.
<input type="radio"/> B. Click and drag a field name.	<input type="radio"/> D. Right-click a field name.
- How can you show more information about each message in the Inbox? (p. 378)
 

<input type="radio"/> A. Sort the messages.	<input type="radio"/> C. Add a field.
<input type="radio"/> B. Filter the messages.	<input type="radio"/> D. Remove a field.
- Which feature would you use to track an individual's activities? (p. 376)
 

<input type="radio"/> A. Mail	<input type="radio"/> C. Contacts
<input type="radio"/> B. Calendar	<input type="radio"/> D. Notes
- If you want to jot down a thought, which would you create? (p. 377)
 

<input type="radio"/> A. A contact	<input type="radio"/> C. An appointment
<input type="radio"/> B. A note	<input type="radio"/> D. An event

## LESSON

## 3

## Practice It Activities

## Step-By-Step



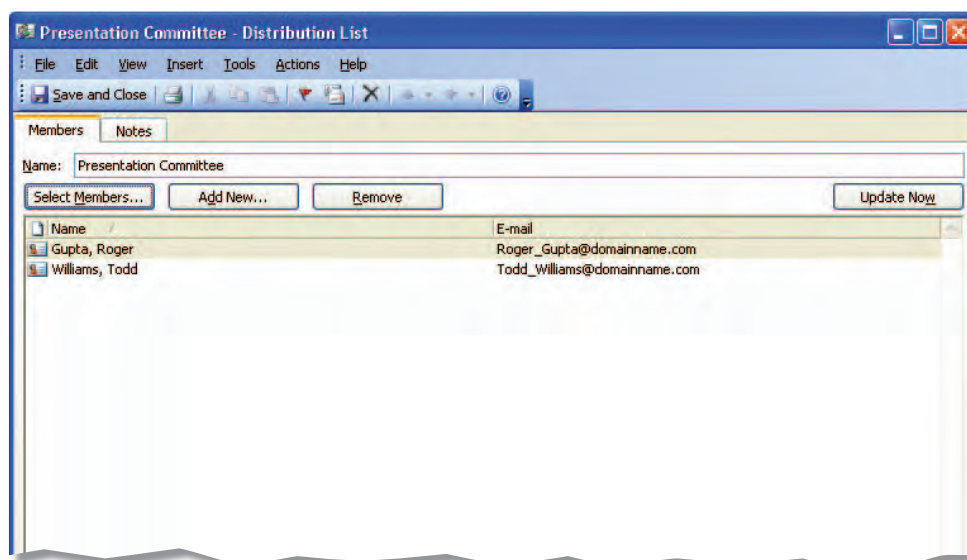
- 1 Start **Outlook**. Click **Contacts**.
- 2 Choose **File>New>Distribution List**. In the **Name** box, key: **Presentation Committee**.
- 3 Click **Select Members**. Click the **Show Names from** the drop-down arrow. Select **Contacts**.
- 4 Using **CTRL**, select two classmates. Click **OK**.
- 5 **CHECK** Your screen should look similar to Figure 3.37. Click **Save and Close**.
- 6 Create a new appointment called **Spring Planning**. Schedule it for one week from today, from **9 AM to 10 AM**.
- 7 Click **Contacts**. Select a classmate. Click **OK**. Click **Save and Close**.
- 8 In **Contacts**, double-click the classmate. Click **Activities**.
- 9 **CHECK** Your screen should look similar to Figure 3.38. Click **Close**.

## 1 Create Distribution Lists and Track Contacts

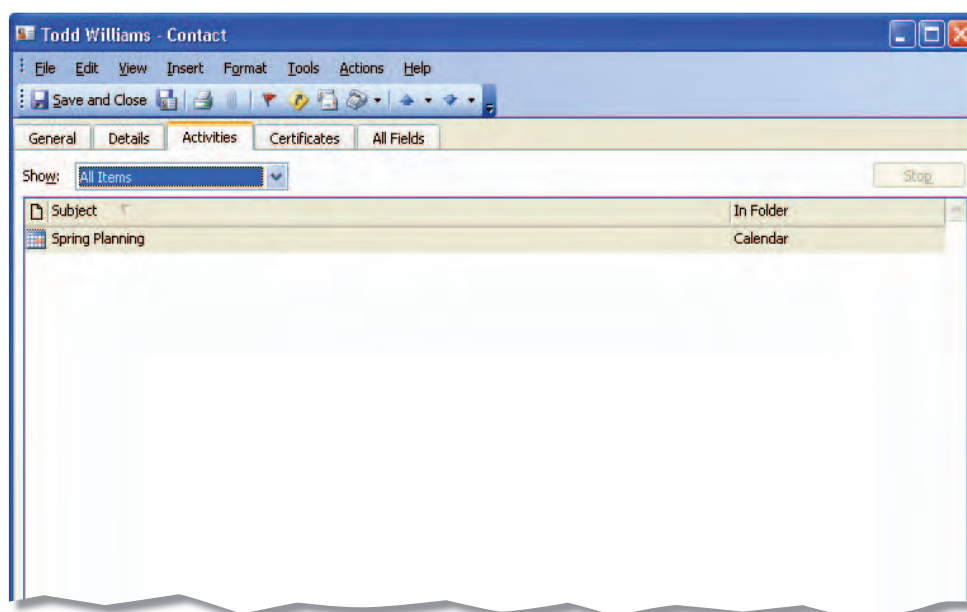
Follow the steps to complete the activity.

**Teaching Tip** Assign each student two classmates for the distribution lists.

**FIGURE 3.37** New distribution list



**FIGURE 3.38** Track a contact



**Solution** Students should create a distribution list and track a classmate for an appointment.

LESSON

3

Practice It Activities

Step-By-Step



- 1 Send a message to an assigned classmate. In the **Subject**, key: **Homecoming Plans**. In the message body, key: **Are you going to the game?**
- 2 Click the **Homecoming Plans** message you receive.
- 3 Choose **Tools > Organize**.
- 4 Click . Choose **Red**. Click **Apply Color**. Deselect the message.
- 5 **CHECK** Your screen should look similar to Figure 3.39.
- 6 Click . Under **Change your view**, select **Unread Messages in This Folder**.
- 7 Click **Close Organize** .
- 8 **CHECK** Your screen should look similar to Figure 3.40.
- 9 Choose **View > Arrange By > Current View > Messages**.

**Solution** Use Figure 3.40 as a solution file for this activity.

2 Organize Using Colors and Views

Follow the steps to complete the activity.

**Teaching Tip** If necessary, assign students e-mail partners to complete this activity.

FIGURE 3.39 Organize Using Colors

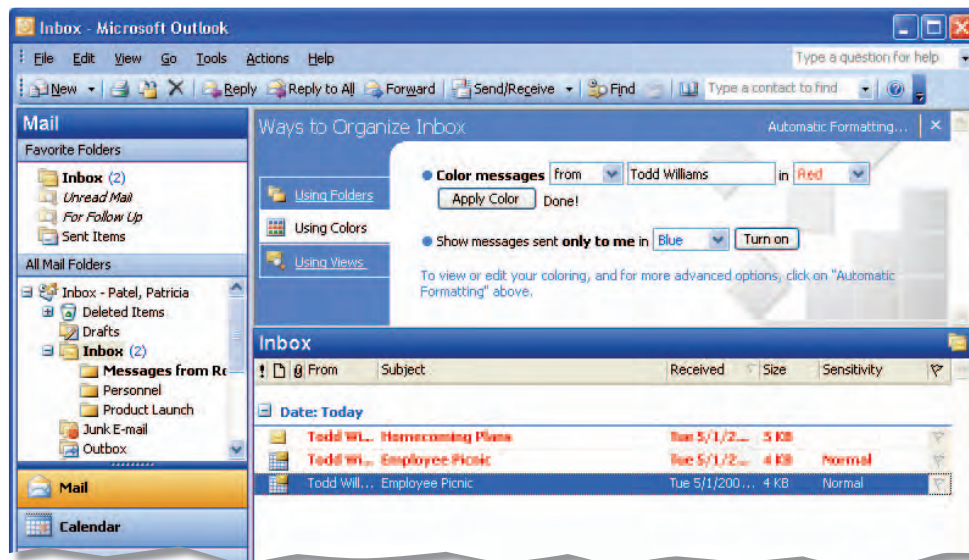
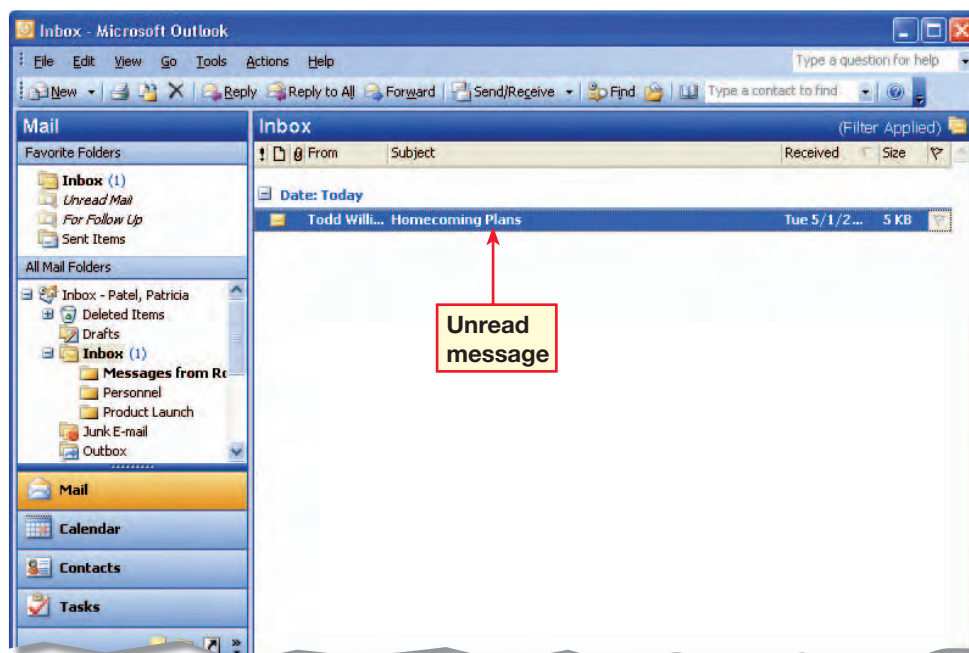


FIGURE 3.40 Organize Using Views



LESSON

3

Practice It Activities

Step-By-Step



- 1 In **Outlook**, choose **File>New>Folder**.
- 2 Name the folder **Homecoming**. Click **OK**.
- 3 **CHECK** Your screen should look similar to Figure 3.41.
- 4 In your **Inbox**, right-click your **Homecoming Plans** e-mail.
- 5 Choose **Move to Folder**.
- 6 In the **Move Items** dialog box, click the **Homecoming** folder.
- 7 Click **OK**.
- 8 Click your **Homecoming** folder.
- 9 **CHECK** Your screen should look similar to Figure 3.42.

**Solution** Students should have a folder labeled **Homecoming**. The folder should contain their **Homecoming Plans** e-mail.

**New Student Strategy** Students need the **Homecoming Plans** e-mail sent in Practice It Activity 2 to complete this activity. If necessary, send students who did not complete this activity a **Homecoming Plans** e-mail.

3 Create Folders and Move Items Between Folders

Follow the steps to complete the activity. You must complete Practice It Activity 2 before completing this activity.

FIGURE 3.41 New Folder

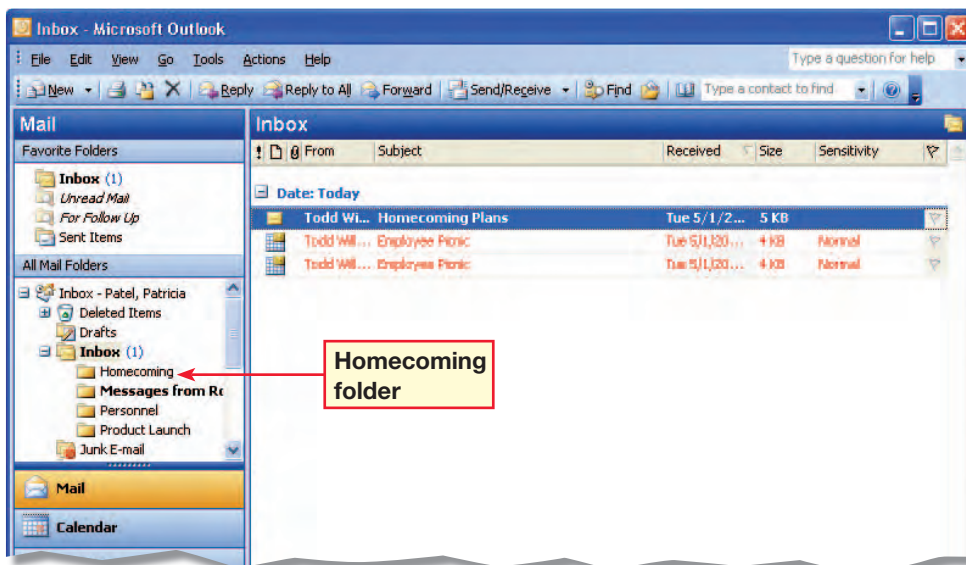
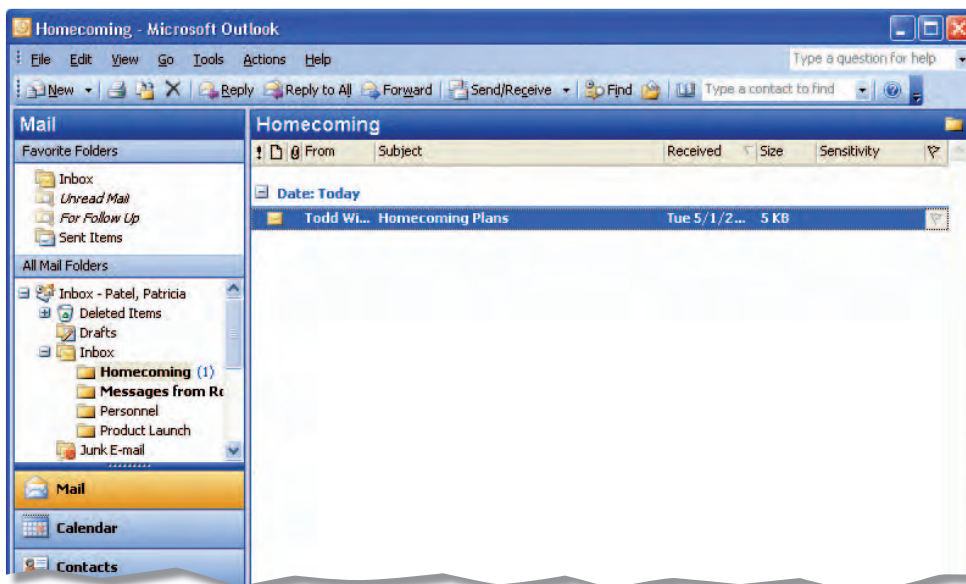


FIGURE 3.42 Message moved



## LESSON

## 3

## You Try It Activities

## Step-By-Step



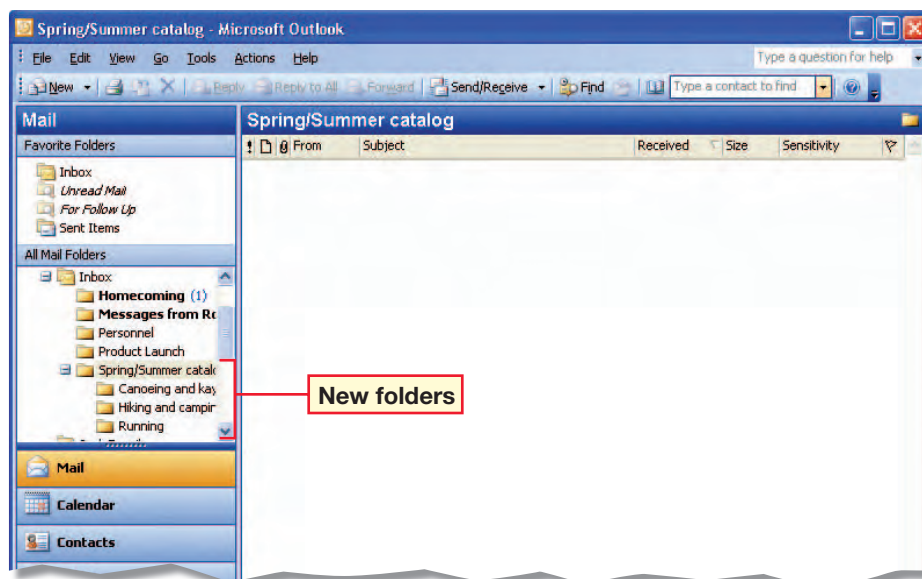
- 1 Choose **File>New>Folder**. Create a master folder named **Spring/Summer catalog**.
- 2 Inside the master folder, create three folders named:
  - **Canoeing and kayaking**
  - **Hiking and camping**
  - **Running**
- 3 **CHECK** Your screen should look similar to Figure 3.43.
- 4 Send your assigned classmate an e-mail called **New Running Shoes**.
- 5 In your **Inbox**, right-click your **New Running Shoes** message.
- 6 Choose **Move to Folder**.
- 7 In the **Move Items** dialog box, choose the **Running** folder. Click **OK**.
- 8 Click your **Running** folder.
- 9 **CHECK** Your screen should look similar to Figure 3.44.

**Solution** Students should create four folders. Student folder lists should look similar to Figure 3.44.

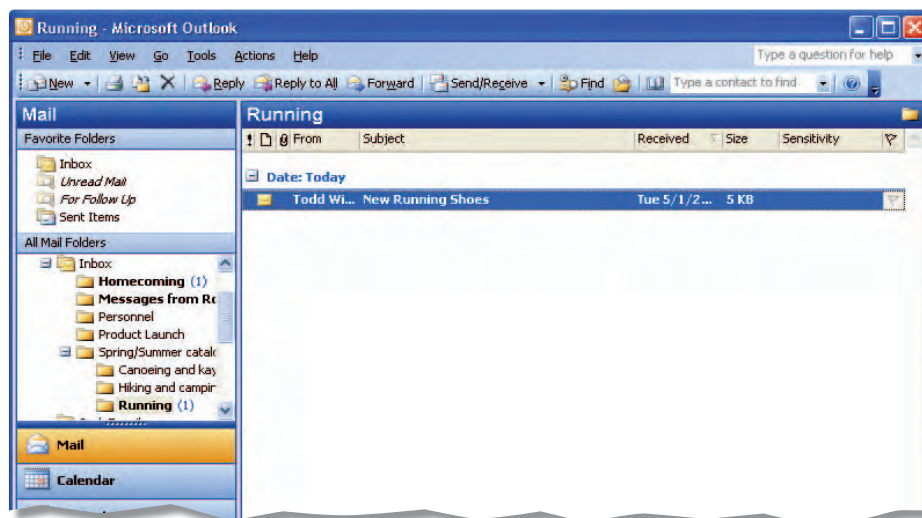
## 4 Plan a Sporting Goods Catalog

You work in the marketing department for a major sporting goods chain. You are planning for the release of the Spring/Summer Catalog. Product managers are going to start sending you a lot of information about their products. You decide to create a folder for each department to help you organize incoming messages.

**FIGURE 3.43** Folders for departments



**FIGURE 3.44** Moved message



## LESSON

## 3

## You Try It Activities

## Step-By-Step



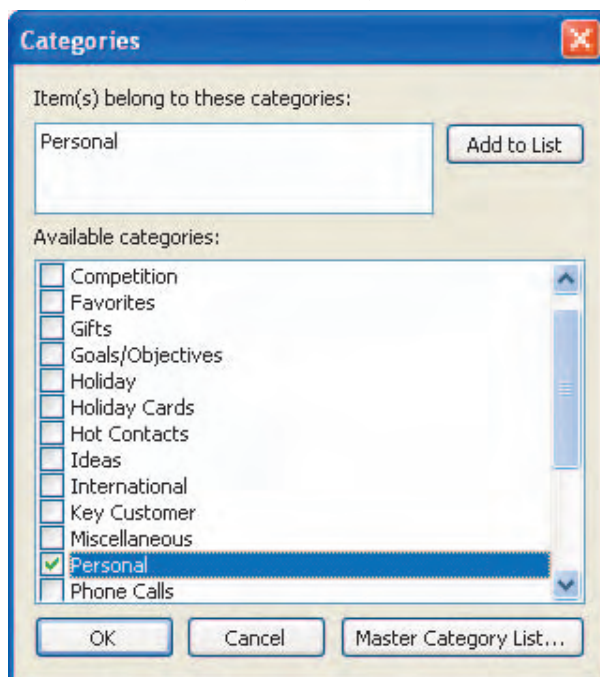
- 1 Send your assigned classmate three e-mails with the following names:
  - **Movie this Saturday?**
  - **Jane's birthday**
  - **Concert tickets**
- 2 Select your **Movie this Saturday?** e-mail. Press **CTRL**. Select your **Jane's birthday** and **Concert tickets** e-mails.
- 3 Choose **Edit>Categories**. Under **Available categories**, choose **Personal** (see Figure 3.45).
- 4 Click **OK**.
- 5 Select **View>Arrange By>Categories**.
- 6 **CHECK** Your screen should look similar to Figure 3.46.
- 7 Choose **View>Arrange By>Date** to return to the default view.
- 8 Exit **Outlook**.

**Solution** Students' screens should look similar to **Figure 3.46**.

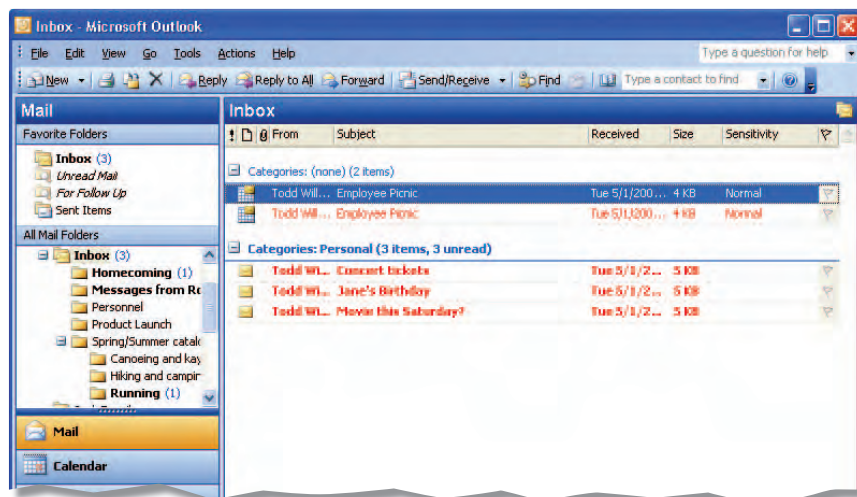
## 5 Organize Personal E-mails

Your personal e-mails are starting to get mixed up with your business e-mails. You decide to create a category for your personal e-mails to help keep them organized.

**FIGURE 3.45** Categories dialog box



**FIGURE 3.46** Arrange By Categories



## LESSON

## 3

## Critical Thinking Activities

**Teaching Tip** For the **Beyond the Classroom** activity, send each student the following e-mails: **Greetings from Europe** and **How's life in the U.S.?**

**Beyond the Classroom Activity** When students view by category, the two e-mails that you sent should be in the **International** category.

**Standards at Work Activity** Students should describe a situation for each type of sort.

**Teaching Tip** For the **21st Century Skills** activity, assign a classmate to serve as a contact for each student.

**21st Century Skills Activity** Students should have a **Messages from [classmate's name]** folder that contains two e-mails from the classmate assigned to them.

### Student Online Learning Center

Go to the book Web site to complete the following review activities.

#### Interactive Review

To review the main points of this lesson, choose **Interactive Review>Outlook Lesson 3**.

#### Online Self Check

Test your knowledge of the material in this lesson by choosing **Self Checks>Outlook Lesson 3**.

[iCheck.glencoe.com](http://iCheck.glencoe.com)



## 6 Beyond the Classroom Activity

**Assign Items to Categories** You have a new “pen pal” from Europe, only you use e-mail instead of a paper and pen to write to each other.

In your Inbox, select the e-mails named **Greetings from Europe** and **How's life in the U.S.?**

- Choose **Edit>Categories**. Assign your pen pal's e-mails to the **International** category.
- Choose **View>Arrange By>Categories**. Both of your pen pal's e-mails should appear in the **International** category.

To return to the default view, choose **View>Arrange By>Date**.

## 7 Standards at Work Activity

 **Microsoft Office Specialist Correlation OL03S-3-6**

*Search for items*

**Sort E-mails** In order to locate a specific e-mail quickly, you can sort your Inbox by different categories. Sort your Inbox by each of the following fields:

- From
- Subject
- Received
- Size

Identify a business-related situation in which it would be useful to sort by each field. On a separate sheet of paper, write down a short description of each situation.

## 8 21st Century Skills Activity

**Organize with Rules** You can use Outlook tools such as rules to help keep your messages organized. Follow these steps to organize your e-mails with rules:

- Create a new folder named: **Messages from [classmate's name]**.
- Create a rule that automatically sends messages from your assigned classmate to that folder (Hint: choose **Tools>Rules and Alerts**).
- Send your assigned classmate two e-mails.
- Make sure that the two new e-mails from the classmate assigned to you were sent to the correct folder.



## LESSON

## 3

## Challenge Yourself Projects



## 9 Start a Book Club



**LEVEL** This is an intermediate level project.

**Create a Distribution List** You and your friends have decided to start a book club. Because your friends all have access to e-mail, you decide to use Outlook to organize the club.

In Outlook, create a distribution list named **Book Club**. Add your three assigned classmates to the distribution list. Send to each member a message named **Book Club** with the following details:

- The club's mission statement
- List of club members
- A proposed list of two books to read and discuss.

**Teaching Tip** For Project 9, assign each student three classmates to include in his or her distribution list.

## 10 Filter Club Messages



**LEVEL** This is an intermediate level project.

**Use a Filter** Filters can help you sort e-mails and locate specific messages quickly. You decide to use a filter to locate your book club messages.

Send the following three messages to the classmate assigned by your teacher:

- First Book Club Meeting
- Proposals for Book Club
- Nominations for Book Club President

**Teaching Tip** For Project 10, assign each student one classmate from his or her distribution list.

Use a filter to search for e-mails that contain the words **book club**. Once you have applied the filter, four e-mails should appear on your screen. Choose **View>Arrange By>Current View>Messages** to display all of your messages again.

## 11 Organize Your Inbox



**LEVEL** This is an advanced level project.

**Organize by Color** Your Inbox is filled with various e-mail messages and you realize that you can use the properties of Outlook to help you get organized. You decide to use color to help you keep track of the book club messages.

- Select one of the book club messages in your Inbox.
- Change the color of this message to red.
- One at a time, change the color of the remaining book club messages.
- Create a folder named **Book Club**.
- Move all of your book club messages to this folder.

**Answers Rubrics** for each Challenge Yourself Project are available at [iCheck.glencoe.com](http://iCheck.glencoe.com) and on the Teacher CD. You may want to download the rubrics and make them available to students as they complete each project.

## UNIT

## 3

## Making Connections

SOCIAL STUDIES

MATH

SCIENCE

LANGUAGE ARTS



In this activity, you will use your Outlook skills to organize an outing.



## Organize an Event

You work for a small company that sells environmentally safe cleaning products. In order to celebrate a record sales quarter, you have been assigned the task of organizing an outing to a baseball game. This outing will include your top sales people as well as your most important clients.

- 1 Open Outlook.
- 2 In the **Contacts** list, create a distribution list called **Game**. (p. 374)
- 3 Create three contacts and add them to the distribution list. (p. 324)
- 4 Create a new default signature for new e-mail messages. (p. 317)
- 5 Create a new e-mail message. (p. 312)
- 6 Address the message to the distribution list. (p. 312)
- 7 Key a subject line that makes it clear you are sending an invitation. (p. 312)
- 8 Begin the message with a friendly salutation. Key the body of the invitation. Make important text bold. Be sure to inform invitees of three things:
  - The reason for the celebration
  - The date, time, and location of the party
  - The time the party will be over
- 9 Use **Tools>Spelling and Grammar** to check the spelling and grammar.
- 10 Send the message to the distribution list. (p. 316)
- 11 Create another e-mail to your manager. In your e-mail, explain why you think it was the best choice to send the invitation via e-mail, instead of calling every invitee or sending invitations through the mail.



You can use Outlook to coordinate trips to baseball games and other events.

**Answer to Making Connections** Go to the Teacher CD or [iCheck.glencoe.com](http://iCheck.glencoe.com) to access the rubric for this activity. If students need help remembering how to complete specific skills, have them turn to the page number listed after selected steps.

## UNIT

## 3

## Ethics in Action

## Rules and Regulations

The reason rules and laws exist is to make our society a better and safer place to live. People generally obey regulations when the benefits of following them clearly outweigh the inconveniences of not obeying the rules. Following traffic laws and respecting the authority of the police or fire departments are examples of rules that clearly benefit most individuals.

In some areas, however, the benefits gained from following the rules may not be so obvious to the individual. It seems to be easier for some people to ignore the rules or customs if they do not clearly see what harm their individual actions are causing. Taking resources from work for personal use and parking in a spot reserved for handicapped-licensed vehicles are examples of violations that individuals may feel are justified because the immediate consequences are not understood. However, while these actions may seem harmless, they do have consequences.

### “Doing the Right Thing”

Consider everything you do with computer technology: e-mailing, downloading files, researching, and surfing for entertainment, for example. These actions may be appropriate and socially responsible in one setting, but unethical and irresponsible in another. Using company resources for personal gain is not ethical because if everyone took advantage in the same way, the profitability and long-term success of the organization might be seriously damaged. Streaming video or audio downloads slow down a company's network. Instant messaging and personal e-mails can make a network less secure. A company's computer use policy exists for a reason: to protect company resources and increase profitability.

#### YOU DECIDE

- 1. Recall** Why do rules and regulations exist?
- 2. Explain** Why do you think otherwise honest people believe that using company resources for personal use is acceptable behavior?

#### APPLICATION ACTIVITY

- 3. Create an E-mail Message** Key an e-mail message from Mike's employer (see Case Study) to Mike explaining how his actions affect the company as a whole.

#### CASE STUDY



Mike collects vintage baseball cards. During his workday, he likes to check his favorite Web sites to get updates on the value of his cards, and to see if any new cards are available. He also participates in a message board with other vintage card collectors. Occasionally, he uses IM to trade the newest card information with a few of his close friends. In all, he spends about 90 minutes a day using the Internet and Outlook for personal, non-work-related tasks.

◀ See TM63 for You Decide and Application Activity answers.

## UNIT

## 3

## Portfolio Project

## Coordinate a Project

The software developer you work for has decided that its next product will be “edutainment” software. Edutainment combines education and entertainment. The developer wants to create a program to help second and third graders learn addition and subtraction. The Director of Development has assigned this project to you.

**Answers** Rubrics for each part of the Portfolio Project are available at [iCheck.glencoe.com](http://iCheck.glencoe.com) and on the Teacher CD. You may want to download the rubrics and make them available to students as they complete each project.

### Part 1: Preparing for the Project

**LEVEL** This is a beginning level project.



**Goal** Your first task is to create a design team. You need a representative from each of these three departments:

- Software engineering/programming
- Art and animation
- Educational content

**Create** Set up Outlook for the project. Be sure to create the following:

- A folder in the Inbox entitled **Edutainment Project**.
- Three subfolders in the Edutainment Project folder for Programming, Art, and Content.
- A contact for the representative for each department. Add each contact to your **Contacts** list. Ask your teacher for the e-mail addresses of three classmates to create your contacts.
- A distribution list for the design team. Name the distribution list **Design Team**. Add the contacts for each department to your list.

**Self Assess** Use the Have You...? checklist to confirm that you have set up Outlook correctly. Ask your teacher to make sure your **Contacts** list contains the proper contacts and the Mailbox contains the proper folders.

When finished, proceed to Part 2.

**Teaching Tip** Assign each student three e-mail addresses so they can complete the parts in this project.

Have You...?	
	Created the Edutainment Project folder
	Created three subfolders in the Edutainment Project folder
	Created a contact for each design team representative
	Created a distribution list named Design Team
	Added the appropriate contacts to the distribution list

## UNIT

## 3

## Portfolio Project

## Part 2: Schedule a Brainstorming Meeting

**LEVEL** This is an intermediate level project.



**Goal** You have established the project's design team. Your first step in development is to decide the best way to teach addition and subtraction. To do this you need to schedule a brainstorming meeting with the design team.

**Create** Set up a meeting with the members of the design team to think of creative ideas. The product needs to be completed in six months, so you need to get started immediately.

Use Outlook to send out a meeting request. In your request, be sure to:

- Schedule the meeting for this Friday.
- Invite the design team. Use the distribution list you created in Part 1 to invite your team members.
- Schedule the meeting for a four-hour block of time.
- Make the meeting's subject **Edutainment Brainstorming Meeting**.
- Include your teacher in the meeting request.
- With your teacher's permission, send your meeting request.

**Self Assess** Use the Have You...? checklist to review your meeting request. Make sure your meeting request reflects all of the items noted in the checklist.

Carefully proofread your meeting request. Be sure to make corrections before you send it.

When finished, proceed to Part 3.

Have You...?	
<input checked="" type="checkbox"/>	Scheduled the meeting for this Friday
<input checked="" type="checkbox"/>	Invited the design team and your teacher
<input checked="" type="checkbox"/>	Scheduled a four-hour meeting
<input checked="" type="checkbox"/>	Entered the proper subject
<input checked="" type="checkbox"/>	Proofread your request
<input checked="" type="checkbox"/>	Sent the meeting request
<input type="checkbox"/>	

**Teaching Tip** Provide students with your e-mail address so they can complete the activity.



## UNIT

## 3

## Portfolio Project

**LEVEL** This is an advanced level project.

### Part 3: Send E-mail for Approval



**Goal** Your team came up with three great ideas at the brainstorming session. Now you need to get approval for one of them from the Director of Development.

**Create** For this project, your teacher is the Director of Development. Send an e-mail message to the Director requesting approval for the best idea. In your e-mail message, be sure to:







- Make it clear in the subject that you need approval for your idea.
- Attach the data file **Ideas.doc** to your e-mail message.
- In the body of the message, tell the Director that the ideas are attached.
- Flag the e-mail as important.
- With your teacher's permission, send your message.

**Teaching Tip** Provide students with your e-mail address so they can complete the activity.

**Self Assess** Use the Have You...? checklist to review your e-mail message. Make sure your message reflects all of the items noted in the checklist.

Carefully proofread your message and make corrections.

When finished, proceed to Part 4.

Have You...?	
	Addressed the e-mail message to the Director (your teacher)
	Put a subject in your e-mail message
	Attached the <b>Ideas</b> data file
	Marked the message as important
	Keyed appropriate body text
	Sent the message



## UNIT

## 3

## Portfolio Project

**LEVEL** This is an advanced level project.

### Part 4: Set Up a Schedule








**Goal** Your toy store idea has been approved! Before programming can begin, you must create a schedule and assign tasks to team members. You will use the Outlook scheduling features to keep your team organized and help the project stay on track.

**Create** Use the Calendar in Outlook to create a schedule and develop a timeline to complete the project. Remember, the project must be ready for release in six months.

- Locate and open the data file **Timeline.doc**. Use the information in this data file to create your schedule.
- Review the information in the data file. Get an idea of when different items in the project are due, and when the project's final deadline is.
- Schedule three team meetings.
- Set three important deadlines. One deadline should be when the entire project is due.
- Assign tasks to team members. Make sure tasks will be completed before important items are due.

**Self Assess** Use the Have You...? checklist to review your calendar. Make sure your calendar includes all the items noted in the checklist.

Carefully look over your calendar. Make sure you have scheduled meetings and deadlines and assigned tasks according to the **Timeline** data file. Show the completed Outlook calendar to your teacher.

Have You...?	
	Reviewed the information in the data file <b>Timeline.doc</b>
	Scheduled three team meetings
	Set three important deadlines
	Assigned each team member specific tasks
	Showed your completed calendar to your teacher

