CALIFORNIA STATE UNIVERSITY
LONG BEACH

TRAINING AT THE BEACH

Microsoft® Outlook®:mac 2011

INFORMATION TECHNOLOGY SERVICES

Contents

Contents 3
Section 1: Getting Started 6
Outlook Applications 6
Opening Outlook 7
The Interface 8
Outlook Menu 9
Section 2: Mail 10
The Home Tab 10
New Commands 10
Delete Commands 10
Respond Commands 11
Move Commands 12
Setting Email Preferences 12
Email Signature 12
Rules 15
Out of Office Greeting 18
The Folder Tab 20
Creating Folders 20
Renaming Folders 21
Moving Folders 21
Deleting Folders 22
Moving Messages to Folders 22
Searching Mail 22
Using the Search Box 22
Filtering Email 23
Junk Mail 23
Receiving Junk Mail 23
Junk E-mail Options 25
Section 3: Contacts 27
Opening the Contacts Folder 27

The Home Tab 29
Creating a New Contact 30
Editing Contacts 31
Creating Contact Groups 31
Searching for Contacts 31
Section 4: Calendar 32
Using the Calendar Navigation Pane 33
Customizing Calendar Views 33
Creating and Editing Appointments 34
Understanding the Appointment Tab 36
Using the My Day Feature 37
Scheduling Meetings with Exchange Server 38
Scheduling a Meeting 38
Responding to a Meeting Request 41
Tracking Responses 42
Adding and Removing Attendees 44
Cancelling a Meeting 45
Section 5: Tasks 46
Understanding the Home Tab 46
Creating a New Task 47
Editing a Task 48
Customizing Tasks Views 50
Section 6: Notes 52
Section 7: Office Web App (OWA) 54
Logging In 54
The OWA Interface 55
Feature Differences 55
Email 57
Creating New Email 57
Responding from within the Reading Pane 58
Responding from within the email 58
Deleting Mail 58

Organizing Mail 59
Creating New Folders 59
Renaming and Deleting Folders 60
Contacts 60
Personal Contacts 60
CSULB Campus Contacts 60
Calendar 61
Viewing Your Calendar 61
Creating New Calendar Entries 61
Receiving Meeting Invites 62
Section 8: Outlook Help 64
Using the Help Screen 64
Other campus resources: 64

Section 1: Getting Started

Microsoft Office Outlook with Exchange is an integrated email package that includes applications like Mail, Calendar, Contacts, Tasks, Notes and Journal. Outlook used as a client to Microsoft Exchange Server provides many more features than if used alone:

- Share calendar information, address books and folders with colleagues
- Track messages and meeting requests
- Access email from your own computer, a shared computer, the Internet or a handheld device
- Unified password for network and email access

Outlook Applications

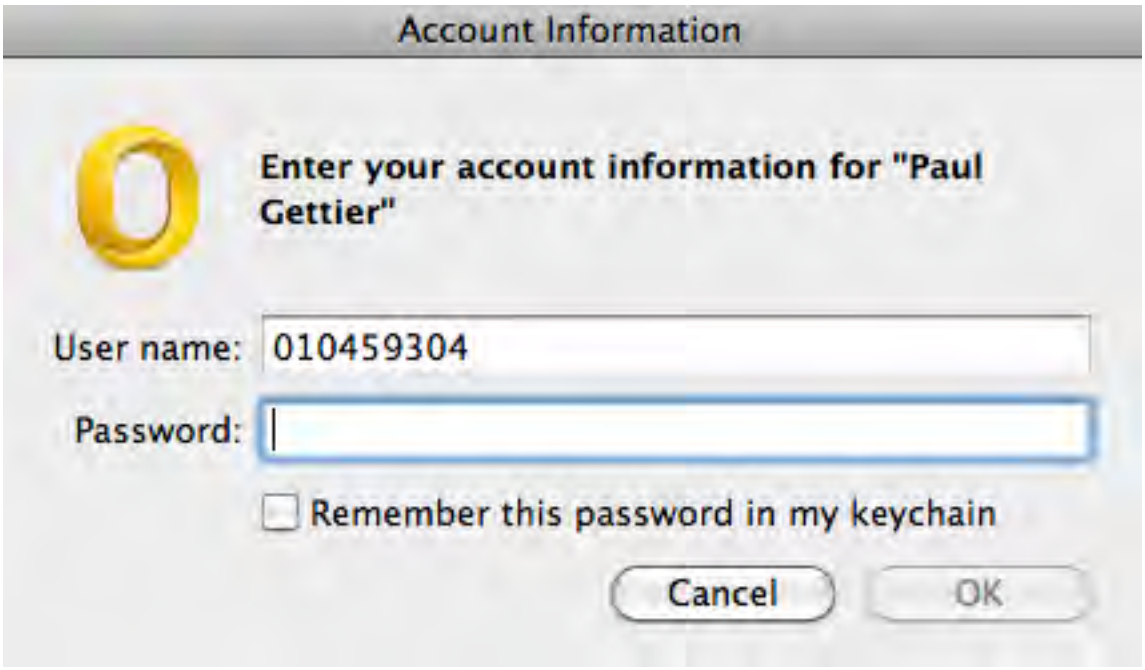
Outlook 2011	Purpose
Mail	Send and receive email messages.
Calendar	Scheduling appointments and meetings easily
Contacts	Organize email addresses to quickly send mail or schedule meetings.
Tasks	Keep track of tasks and to do items.
Notes	Save random bits of information in a ‘notepad’.
My Day	Tool for viewing the days appointments and tasks
Reading Pane	Read emails in the Reading Pane without double clicking to open them.

Opening Outlook

To open Outlook, go to the Dock and choose the yellow “O” Outlook Icon.

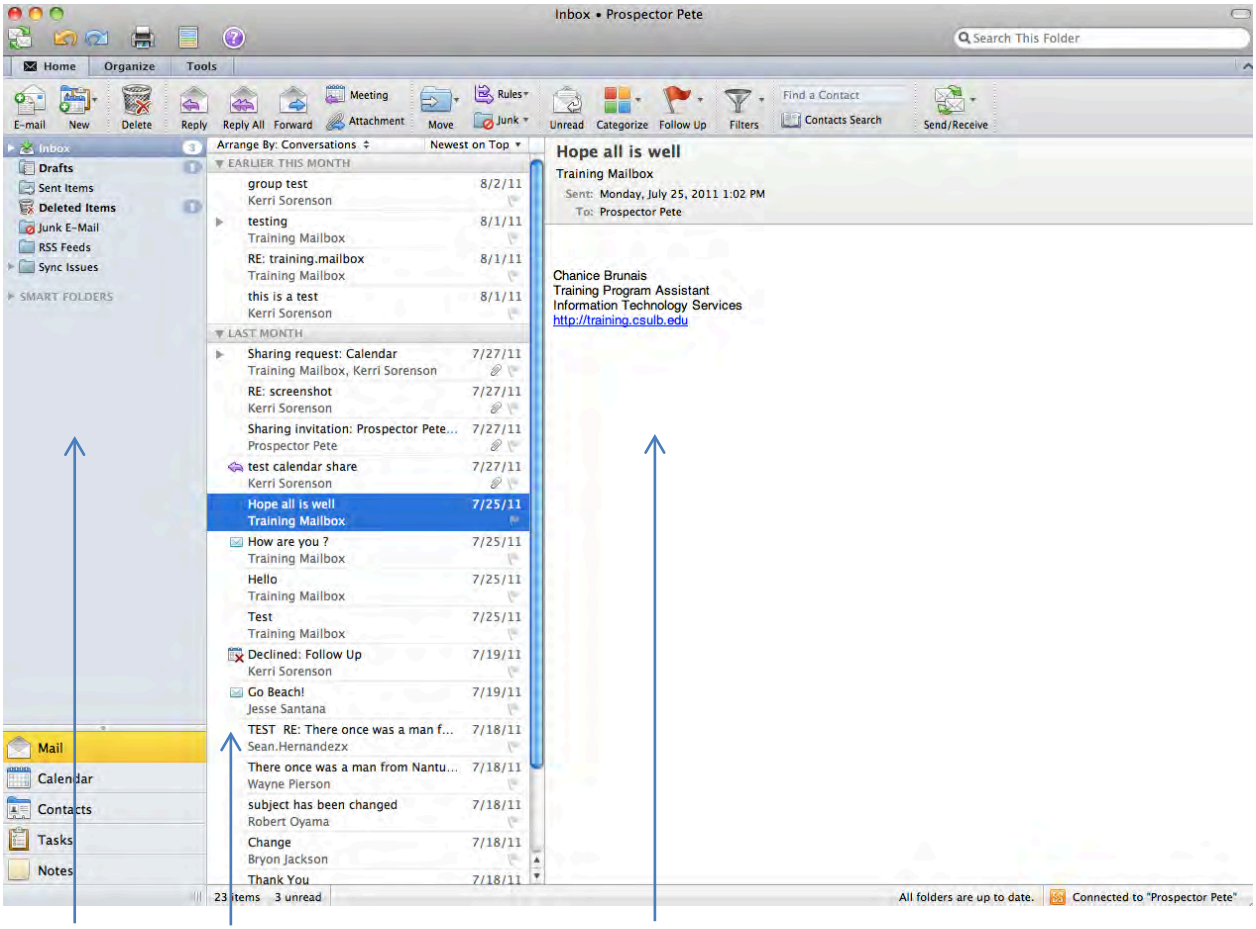
Important: If you are part of CCPE, COE, Foundation or 49er Shops, currently your computer login does not automatically log you into the Outlook client (this will change in the future). To login to the Outlook client, use your BeachID account.

- Username = campus-domain/999999999 (CampusID)
- Password = BeachID password
- Click **Remember my credentials**
- Click **OK**.



The Interface

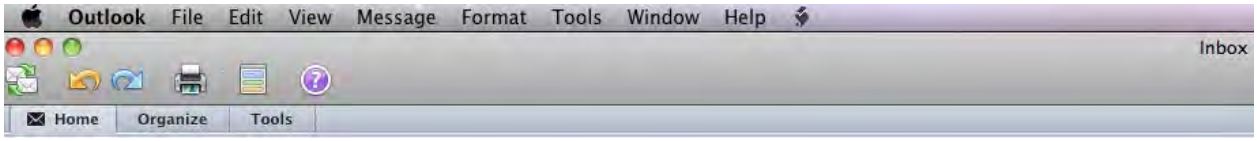
Outlook operates in a multi-pane window. You can collapse, expand, drag and increase or decrease each pane's size or shape. Each pane is dynamic; for example, if you click a folder in the Navigation Pane, the folder contents open in the View Pane. Select an item in the View Pane and the item details open in the Reading Pane.



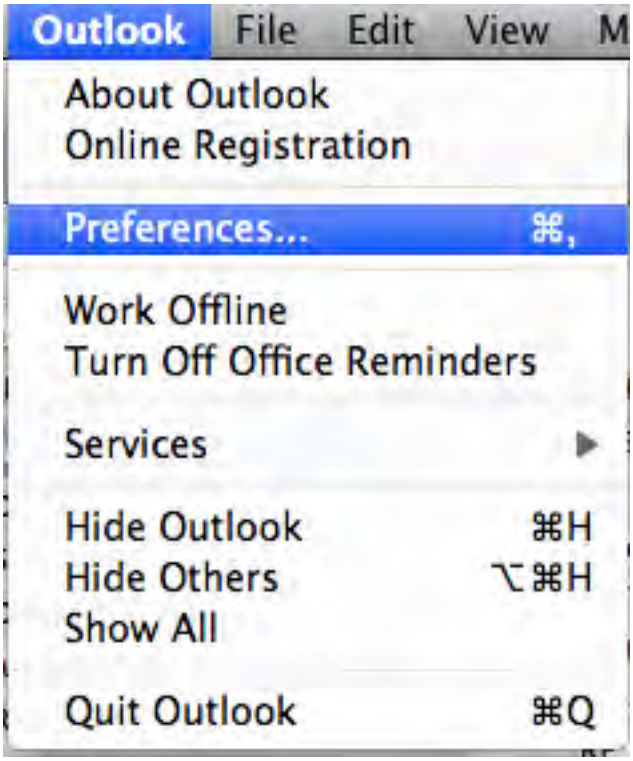
Nav. Pane **View Pane** **Reading Pane**

Outlook Menu

The Outlook Menu is where you will find Outlook administrative functions – like saving, printing, account options, out of office replies, mailbox cleanup and rules and alerts. The File tab is present no matter where you go within the application.



The Outlook Menu: (Will get you to view your Outlook Preferences)

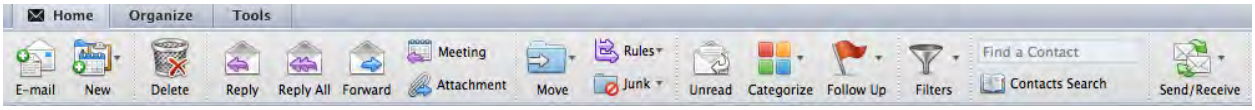


Section 2: Mail

There are three tabs in the Mail interface. The names of these tabs remain the same no matter which folder you are in, although the commands may change slightly.

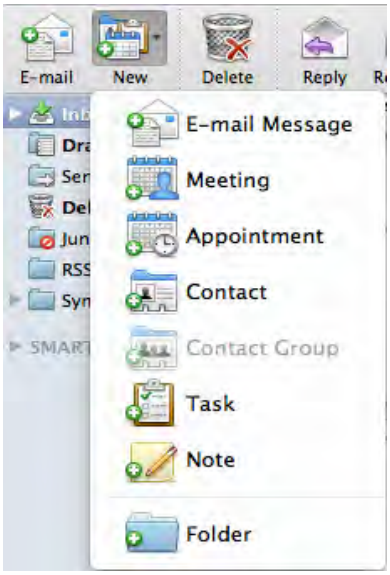
The Home Tab

When you open Outlook, the Home tab is displayed by default and contains the most common commands for working with your email.



New Commands

The first group on the Home tab is **E-Mail - New**. Click the **E-mail** button to open a new, blank mail message or **New** to choose from a menu of Outlook items, like appointment, task, note, etc. *Shortcut*: Key **Command+N** for new mail.

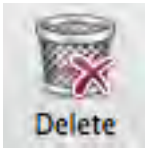


Delete Commands

The next group contains commands for deleting messages.

Hightlight a message and select delete and it will be sent directly to your Deleted Items.

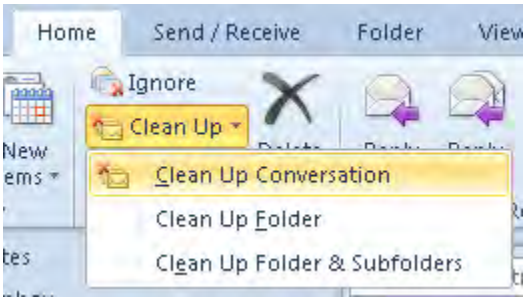
Shortcut: Key **Command+Del**



Respond Commands

The Respond group contains the standard responses **Reply**, **Reply** all and **Forward** as well as commands that allow you to reply with a **Meeting** request or an option to forward the message as an **Attachment**. options.

Clean Up a conversation to delete all redundant messages (apply to a conversation, a folder or a folder and its subfolders).



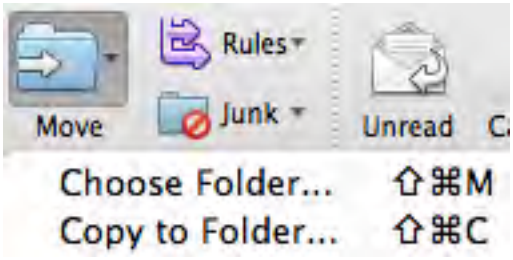
Send a message to the Deleted Items folder with the Delete button. *Shortcut*: **Command+Delete**

Move Commands

The **Move** button provides a list of folders as well as advanced move commands and the ability to create a simple rule for this conversation.

The **Rules** button expands into a menu offering quick rules and the ability to manage and create rules.

Finally, the **Junk** command pesents option for marking senders and mail items as Junk Mail.
(See Junk Mail section for more infor on Junk)

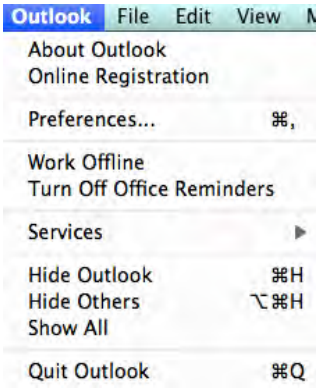


Setting Email Preferences

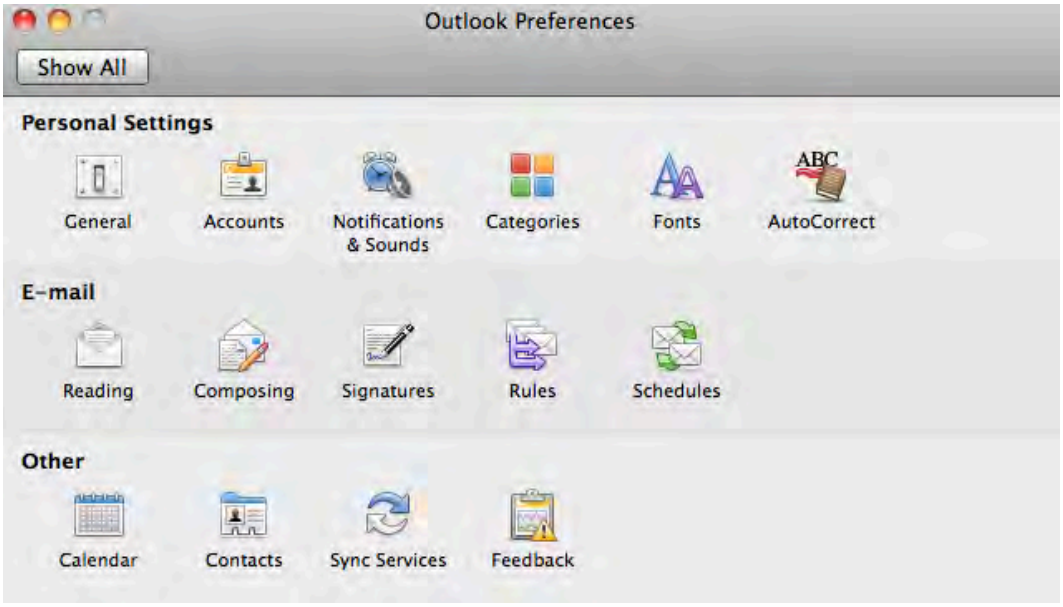
Email Signature

Email signatures saved in other applications on campus will not be migrated over to the new email system. These must be recreated.

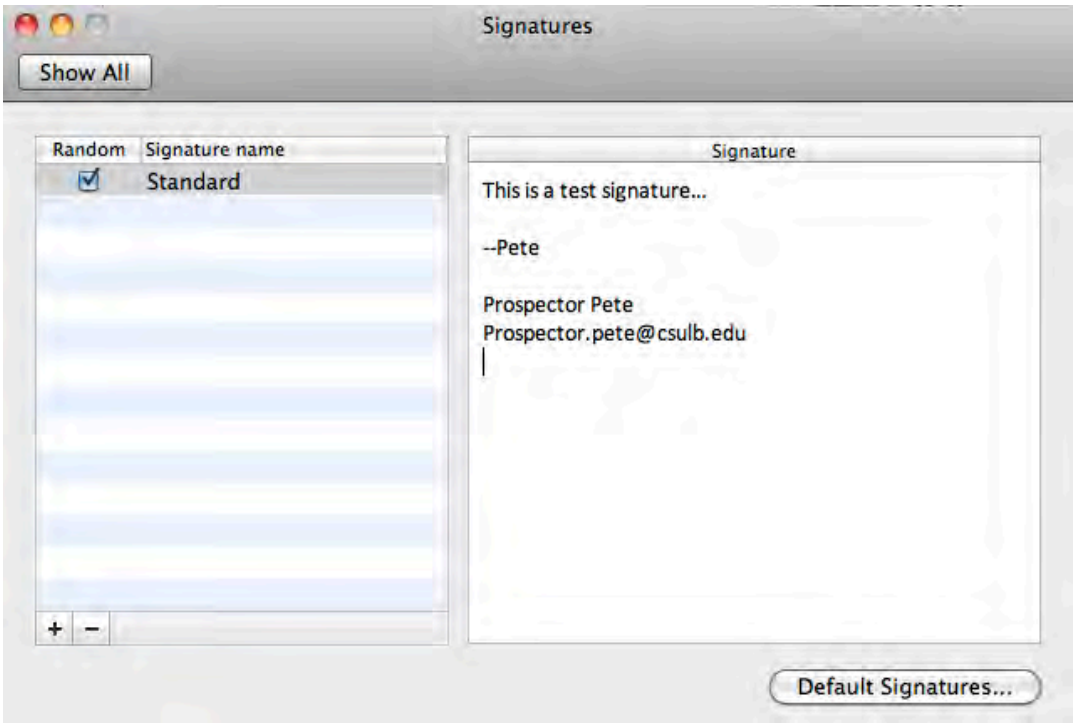
To create a signature, go to **Outlook > Preferences**



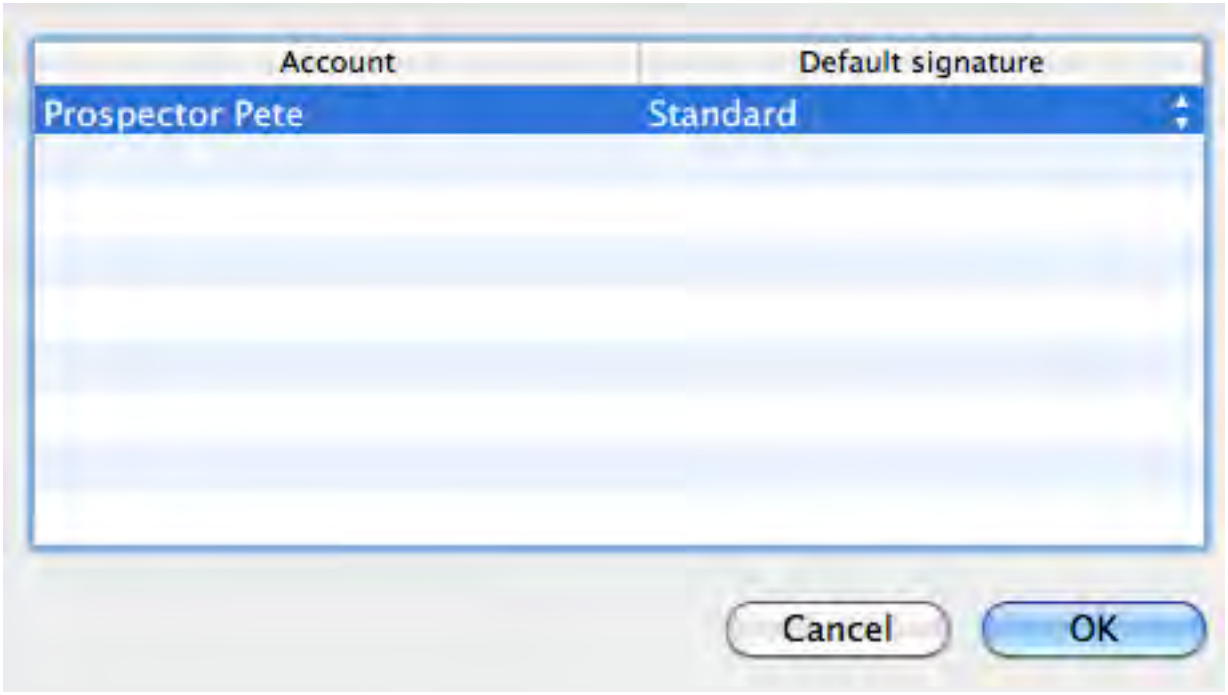
Click the **Signatures…** button and click **New**. Enter a name for the signature (you can store multiple signatures) and click **OK**.



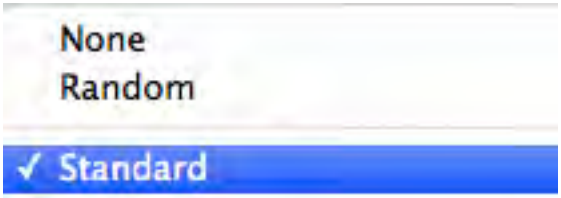
Select the Standard Signature from the Left Pane, and enter what you would like your signature to read:



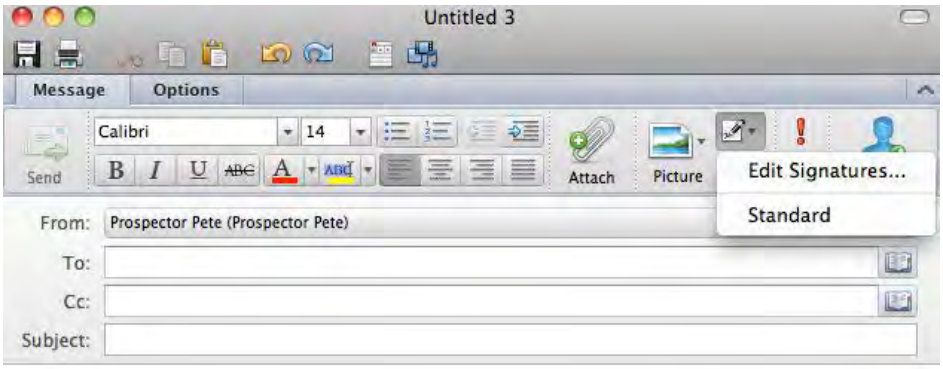
To make this your default signature click **Default Signatures**.



Select **Standard** from the Drop Down Menu.

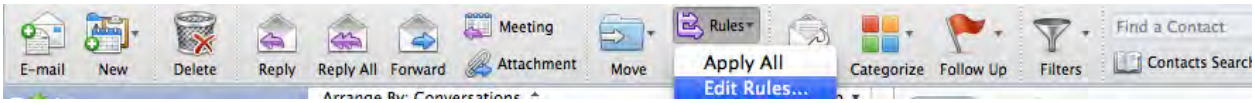


If you want to choose whether to include this signature on a message-by-message basis do not set this to be your default. Instead when composing new mail choose the signature drop down and select your standard signature from the menu.



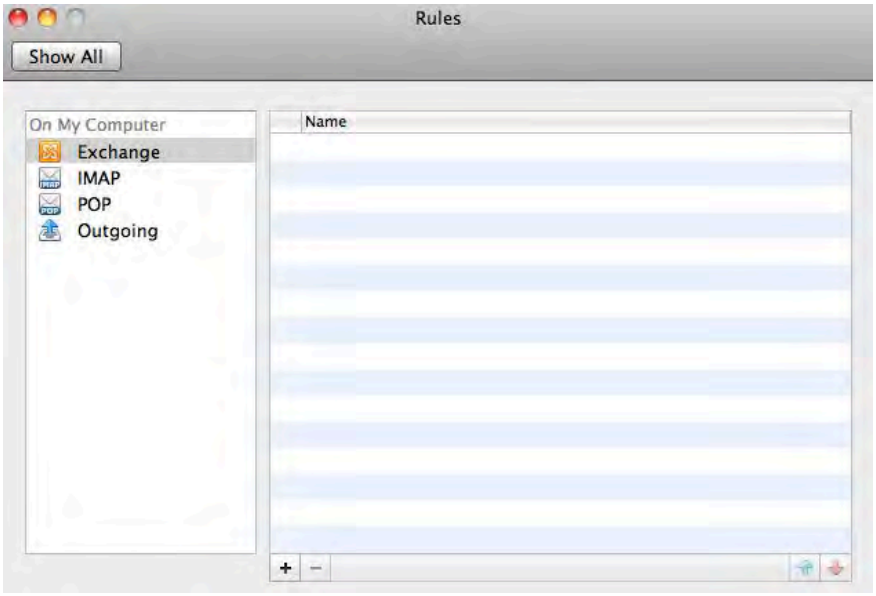
Rules

A rule is an action that Microsoft Outlook performs automatically upon incoming or outgoing messages, based on conditions that you have specified. You can create a rule by clicking the Rules button from the Home Ribbon within Outlook.



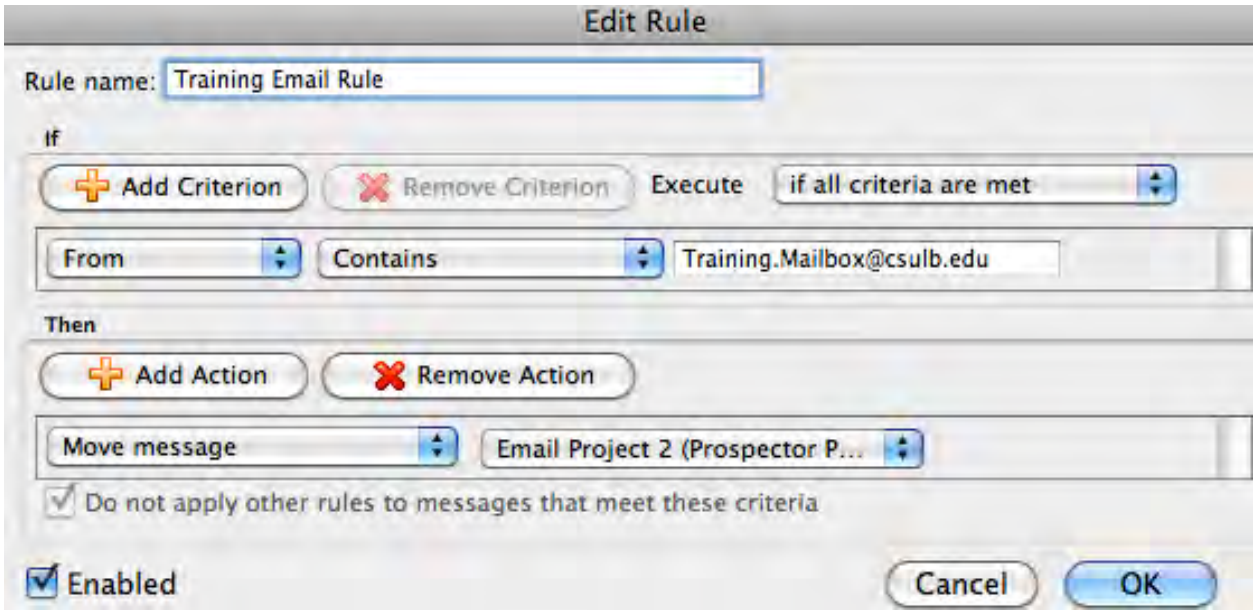
By clicking the **Edit Rules** drop down option you will be presented with the list of current rules.

To create a new rule click the **+** button.



To create a new rule fill out the Edit Rule Dialog Box:
Rule Name: Name the Rule a suitable title here
Add Criterion: Will allow you to set more variables for the rule to follow
Add Action: Allows you to set specific actions on what to do with mail

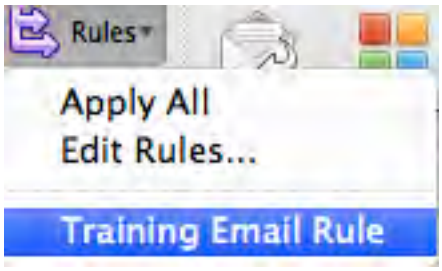
Sample Rule:



In this example rule all mail sent from training.mailbox@csulb.edu will be moved to the subfolder name Email Project 2. Be sure the Enabled Check Box is selected if you wish to have the rule effective. When

you have completed filling out all rule data hit OK to save the rule. The rule will now be in place and apply to all future messages.

In order to run the newly created rule against all mail that resides in your mailbox currently select the **Rules** option from the Home Ribbon and choose the rule you created.



This will run the rule against all mail you currently have in your Mailbox.

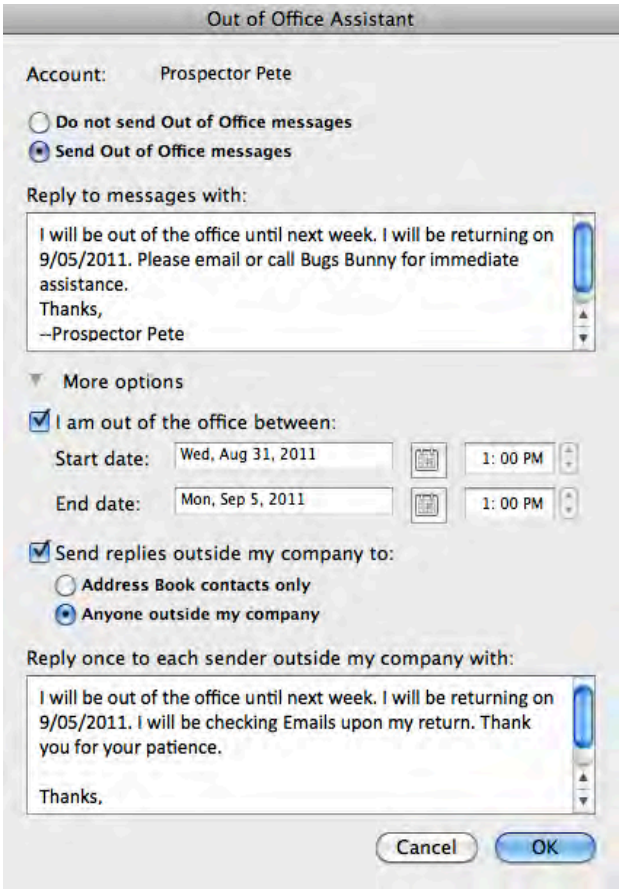
Out of Office Greeting

You can set up Microsoft Outlook 2011 to automatically respond to people who send you send an email message. This helps inform people that you aren't in the office or that your response might be delayed.

In order to establish an Out of Office message, go to the **Ribbon > Tools > Out of Office.**

Out of Office Greeting – Inside My Organization

You will be presented with the following Out of the Office options. Here you can set a time range for your automatic replies to be sent by checking the "**I am out of the office between"** box and specifying a date and time range.



Or you may simply turn Out of Office messages on and turn them off manually upon your return.

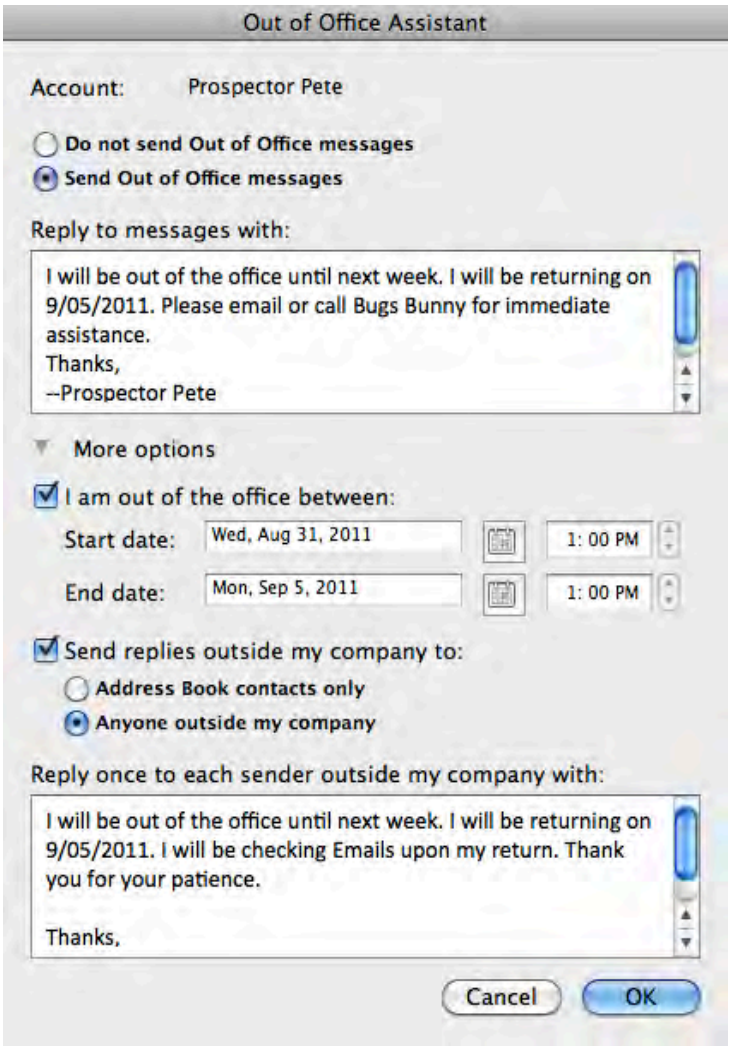
If you do not specify a time and date range ***do not forget to turn automatic replies off*** when returning from your absence.

There are two options within the Out of office message options. One is for replies to email within CSULB and the other section is for automatic replies outside of CSULB. If you wish to have automatic replies go to everyone that sends mail during your absence be sure to fill out both areas within these option.

Out of Office Greeting – Outside My Organization

In order to set Automatic replies to go to mail senders outside of CSULB choose the "**Send replies outside my company**" check box.

Specify the text of your reply message in the given space and click **OK.**



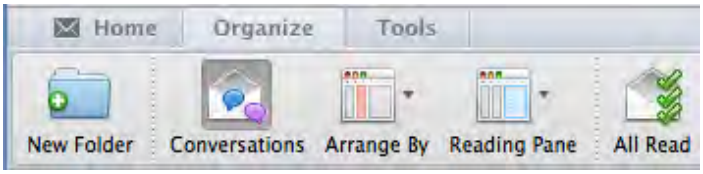
The Folder Tab

Outlook gives you the ability to create your own folders to manage your mail. In this section, we'll learn about creating, renaming, deleting, and using folders.

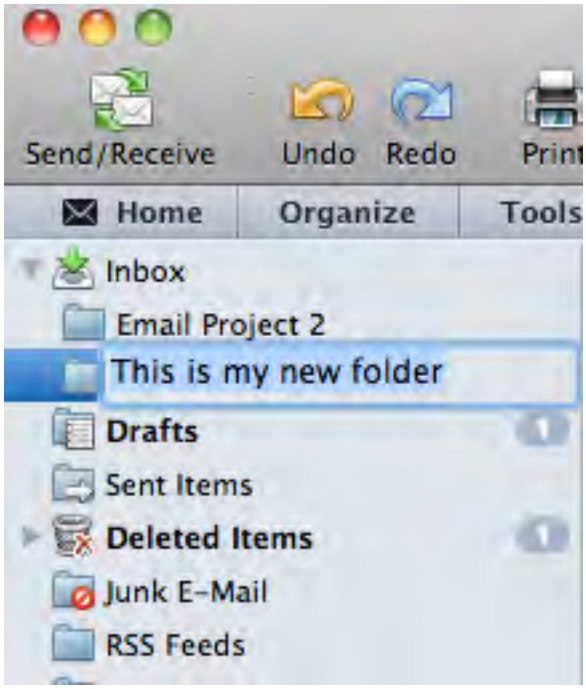
Creating Folders

Folders appear in the navigation pane below your email address. Folders can contain mail items or additional folders. If a folder contains additional folders, a triangle appears just to the left of the folder name. To expand a folder and view the additional folder(s) inside, click the triangle.

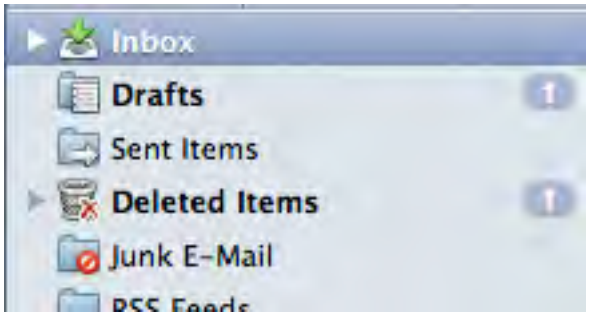
To create a new folder, click the Organize tab and click **New Folder**:



In the **Name Field**, type a **name** for your folder. Note: To create a folder for mail items have you Inbox selected when creating a new folder, to create a new folder for Calendar items have you Calendar selected then choose new folder, etc…

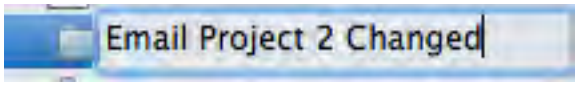


If a folder has a triangle next to it, it contains sub-folders. Click the triangle to hide or show sub-folders.



Renaming Folders

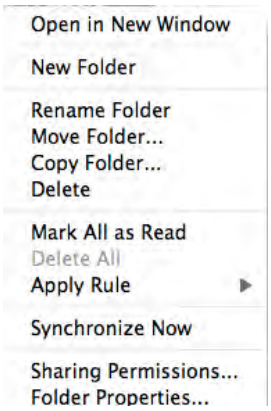
If you decide to change the name of a folder; Hold down **Control and Click** on the folder with your mouse. Choose **Rename Folder** from the menu pop-up.



Your cursor will appear in the folder name. Type a new name and click **Enter**. Note that default folders (such as Inbox and Junk Email) cannot be renamed.

Moving Folders

To move a folder simply click and hold the folder and drag and drop it to its new location. Or you can use **Control+Click**, which will present you with a menu. Choose **Move Folder** and type the destination folder you wish to use.



Deleting Folders

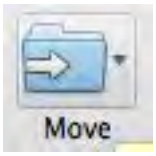
To delete a folder, select it and click **Delete** on the Home tab.

This will move the folder and its contents to the Deleted Items folder.

Moving Messages to Folders

Moving messages to your folders is easy – just click the message and drag and drop it to the desired folder (hold down the **Command** key to select multiple items at once).

Alternatively, select the message(s) and click the **Move** button on the Home tab. Then choose a recently used folder in the list, or click the Copy to Folder command to find the folder you wish to use.

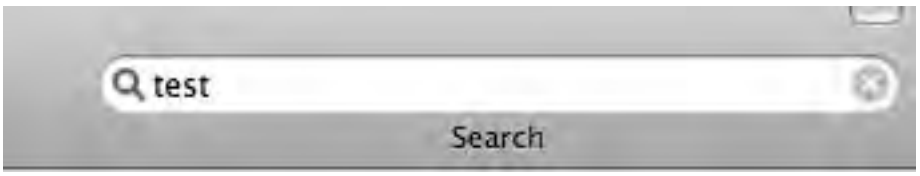


Searching Mail

Outlook's search tools will help you perform a thorough search of your inbox and other folders in very little time.

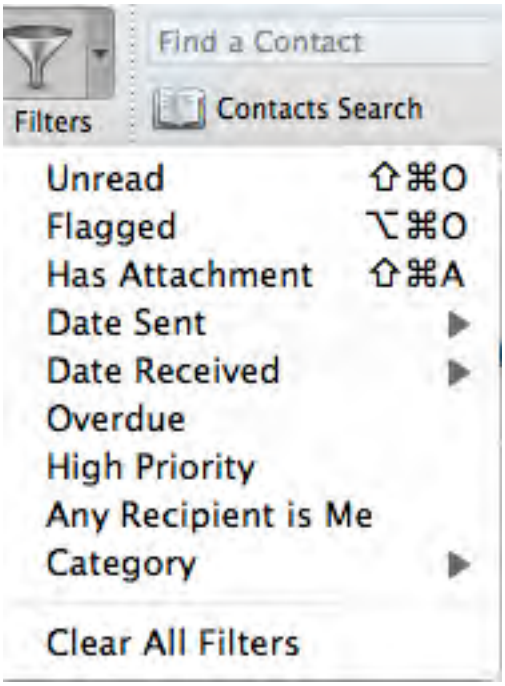
Using the Search Box

To perform a basic search, type what you're looking for in the search box. (To search for mail select your Inbox/Sent Items/Drafts, to search for calendar items choose your calendar select your Calendar, etc.…)



Filtering Email

You can also use the Filter command on the Home tab to quickly sort through messages. To start, click **Home > Filters** and choose a preset criterion:

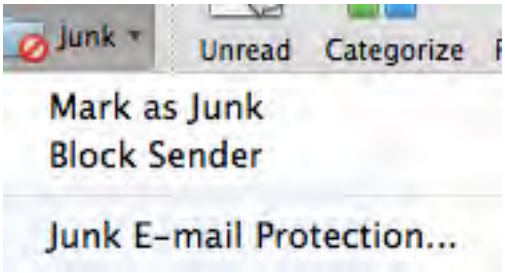


Then, only the messages that match that criterion will be shown in the current folder.

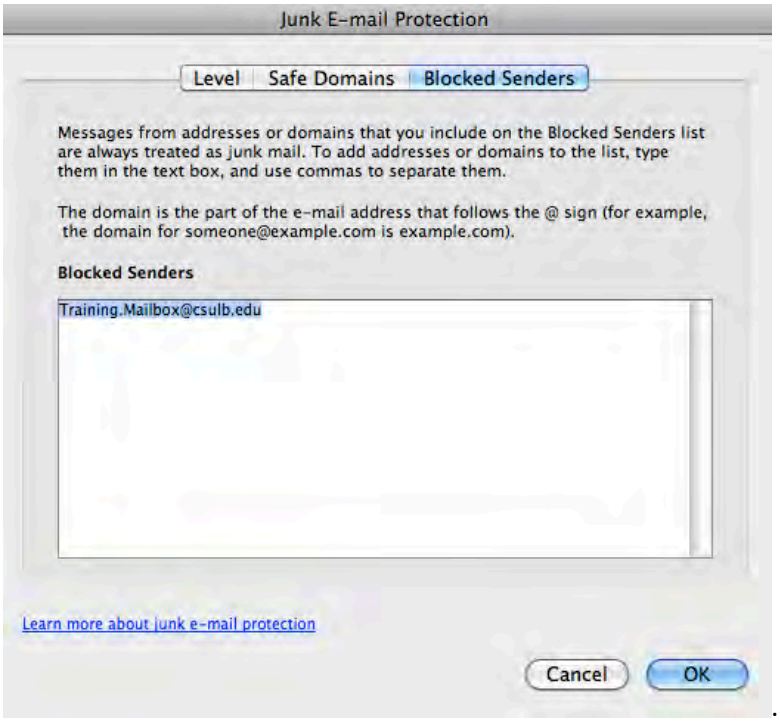
Junk Mail

Receiving Junk Mail

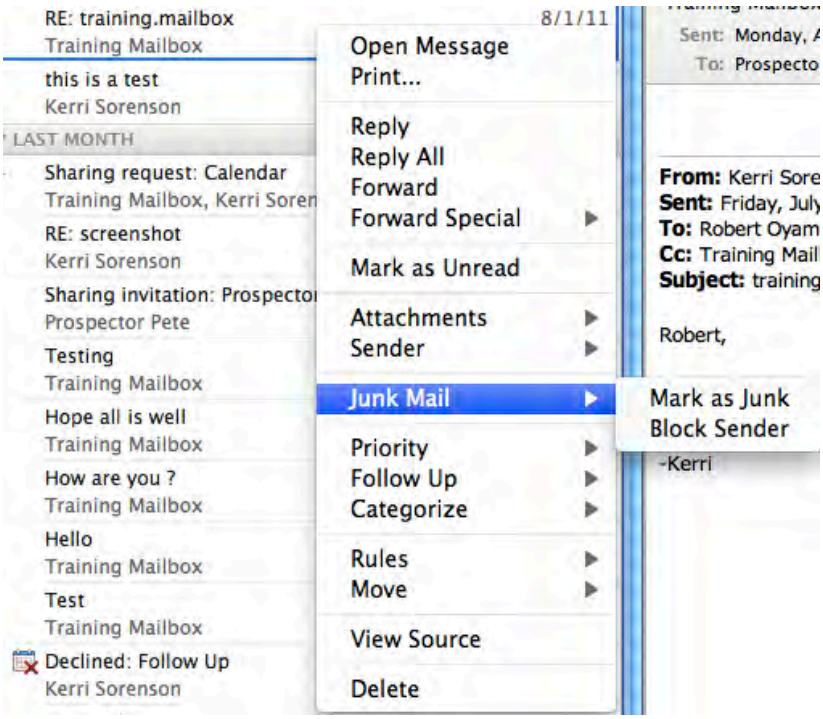
To Block a Sender, select the option **Block Sender** from the **Junk** menu button.
Note: You cannot block a sender within the @csulb.edu domain.



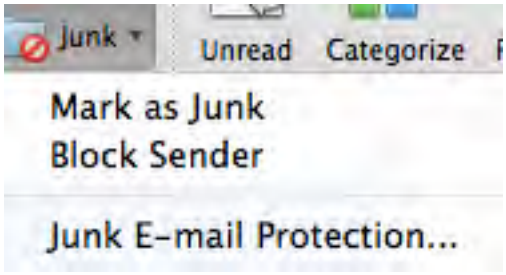
If you accidentally block a sender, you can unblock by going to **Junk > Junk Email Protection > Blocked Senders tab**. Highlight the sender's email address and delete it



You can **Control + mouse click** any message and choose the Junk menu to see options for dealing with messages.

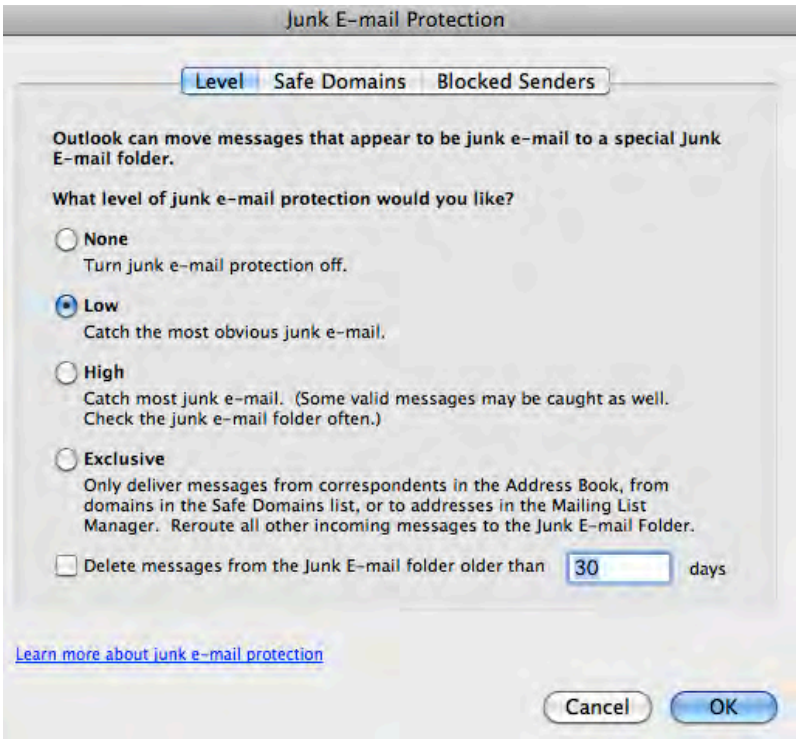


These same options can also be found on the Junk menu on the Home tab:



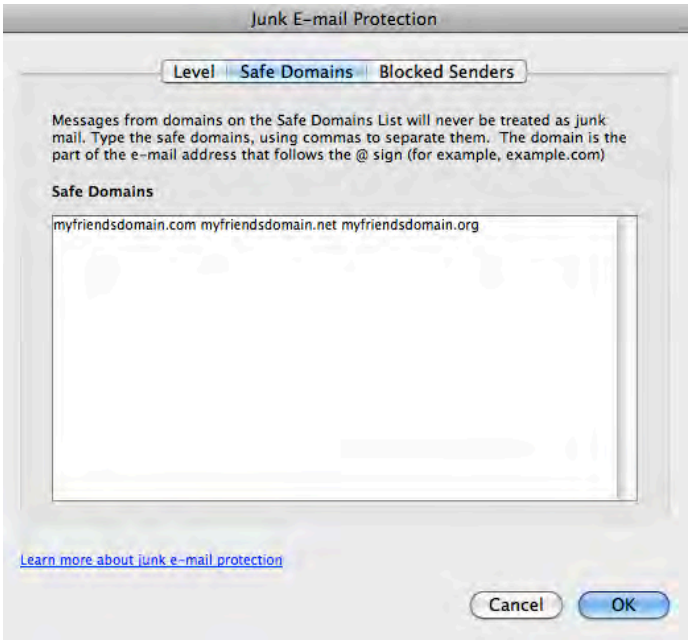
Junk E-mail Options

The level of junk email protection is automatically set to Low. If you choose to increase it, be sure to check your junk folder often for items that shouldn't have been blocked.



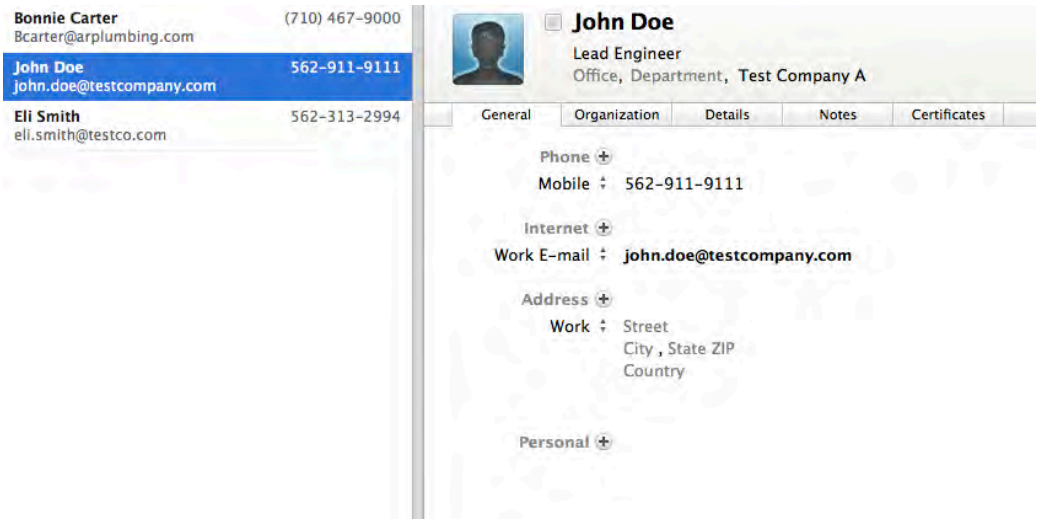
Safe Senders Tab

Here you can specify domains that you do not want to be blocked using the safe domain tab.



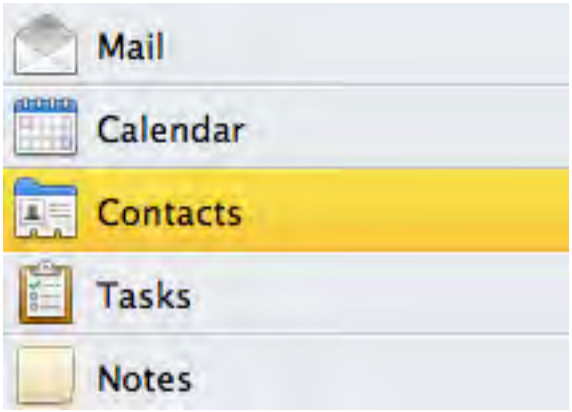
Section 3: Contacts

Outlook's contacts folder gives you a place to store important information about the people you communicate with. You can use the information in this folder to address emails, schedule meetings, assign tasks, and more.

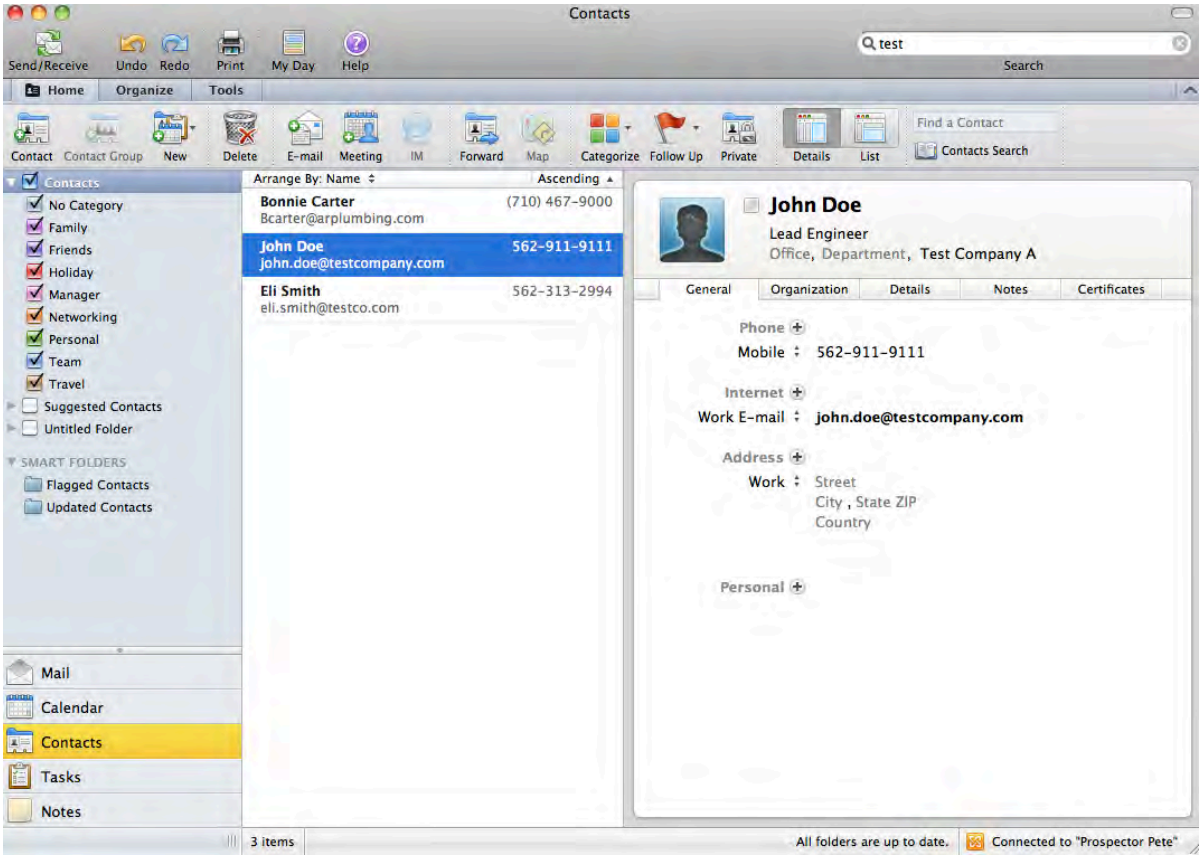


Opening the Contacts Folder

To open the Contacts folder, click the **Contacts** button in the Navigation Pane or use the **Command+ 3** shortcut.

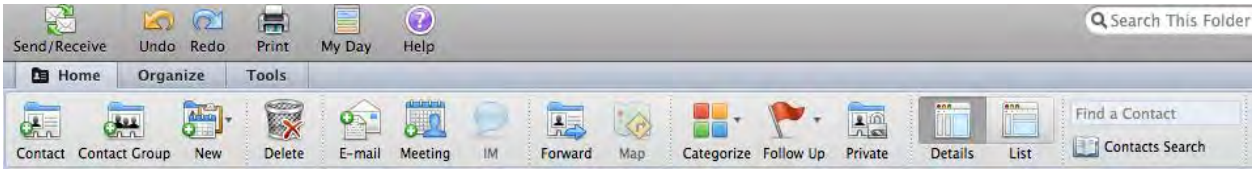


When the folder opens, you will see a structure much like any mail folder, with the ribbon interface, Navigation Pane, and central window.



The Home Tab

The Home tab is the central place for basic contact commands:

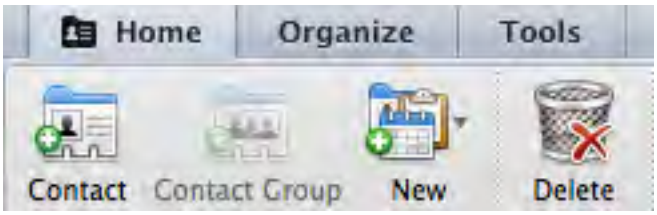


Here are its options:

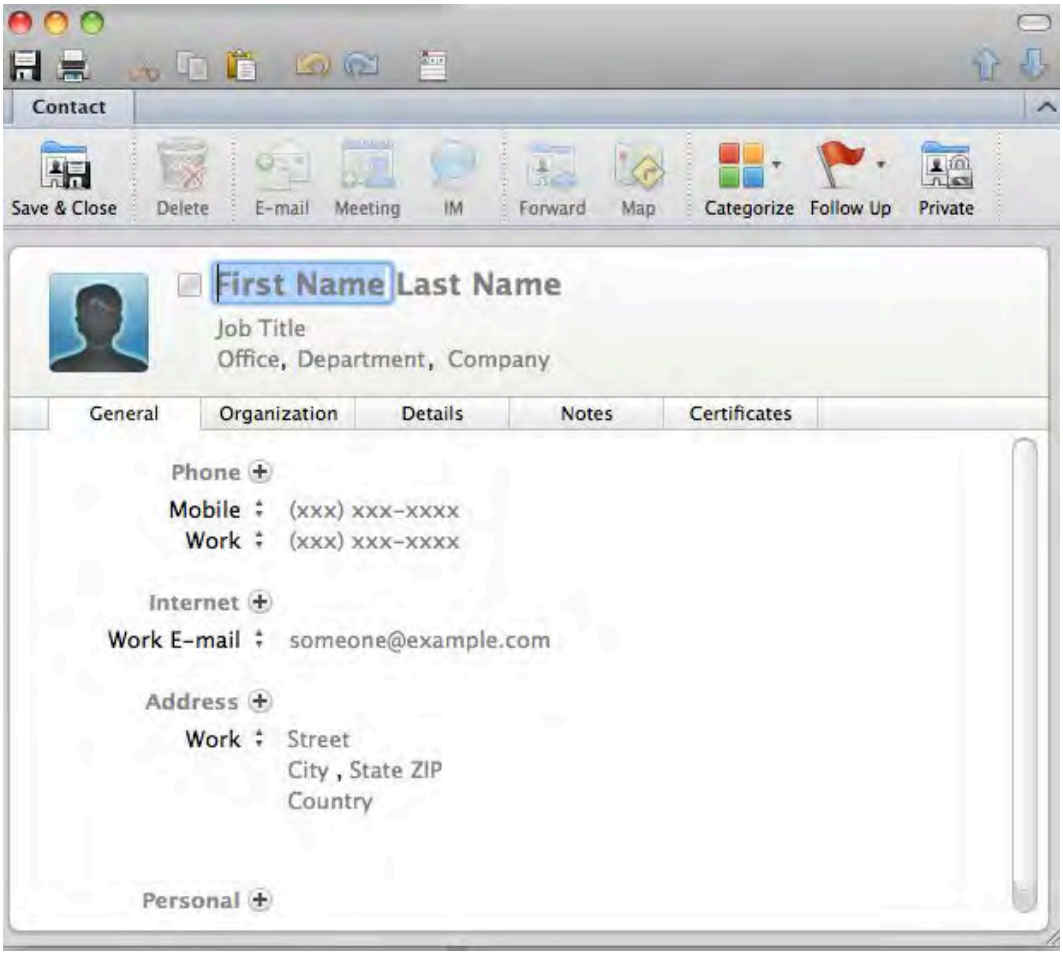
Button-Option	Function
Contact-Contact Group	Creates a new contact or contact group
New	Drop down menu with multiple options
Delete	Removed the selected contact
Email	Starts a new mail message to the selected contact
Meeting	Open a meeting request to the contacts selected
Forward	Allows you to forward this contact and info to another recipient
Categorize	Allows you to group and color code your contacts according to category
Follow Up	Marks this contacts as needed a follow up
Private	Marks this contact as private to you, even if sharing your contacts list
Details-List	Changes the contacts list view
Find a contact - Contacts Search	Allows you to use the searching capabilities to retrieve contacts information

Creating a New Contact

To create a new contact you can use the **Contact** button on the Home tab. Or you can use the shortcut **Command+N.**



You will see a new contact window appear.



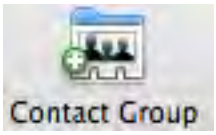
You can then fill in the optional contacts fields. Once your information is filled in, click **Save & Close** to save your changes and return to the Contacts folder.

Editing Contacts

To edit a contact, double click it to open it. You can then edit the contact and click **Save & Close** once you've made your changes.

Creating Contact Groups

To save a group of email addresses in a group for easier access, create a contact group. To create a group, from the Contacts folder, click the **Contact Group** button.



Click the **Add button** and type the names of the users you wish to have in the group.

In the list that appears select the user you wish to add to the group. Click the **Add button** to add additional users to the list. Perform this step for each user you wish to have in the group.

Searching for Contacts

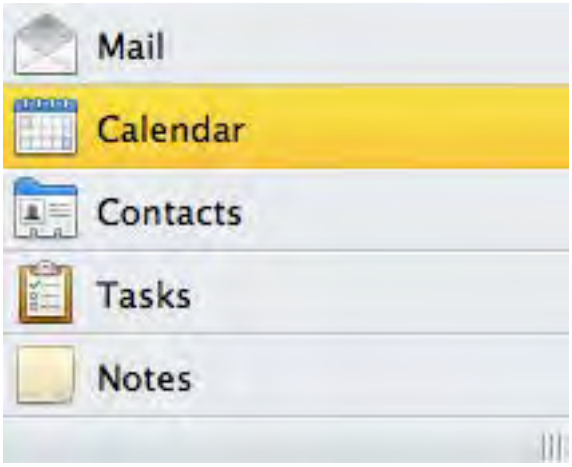
To search for a contact, type the contact's name in the **"Find a Contact"** field in the Find group of the Home tab

.

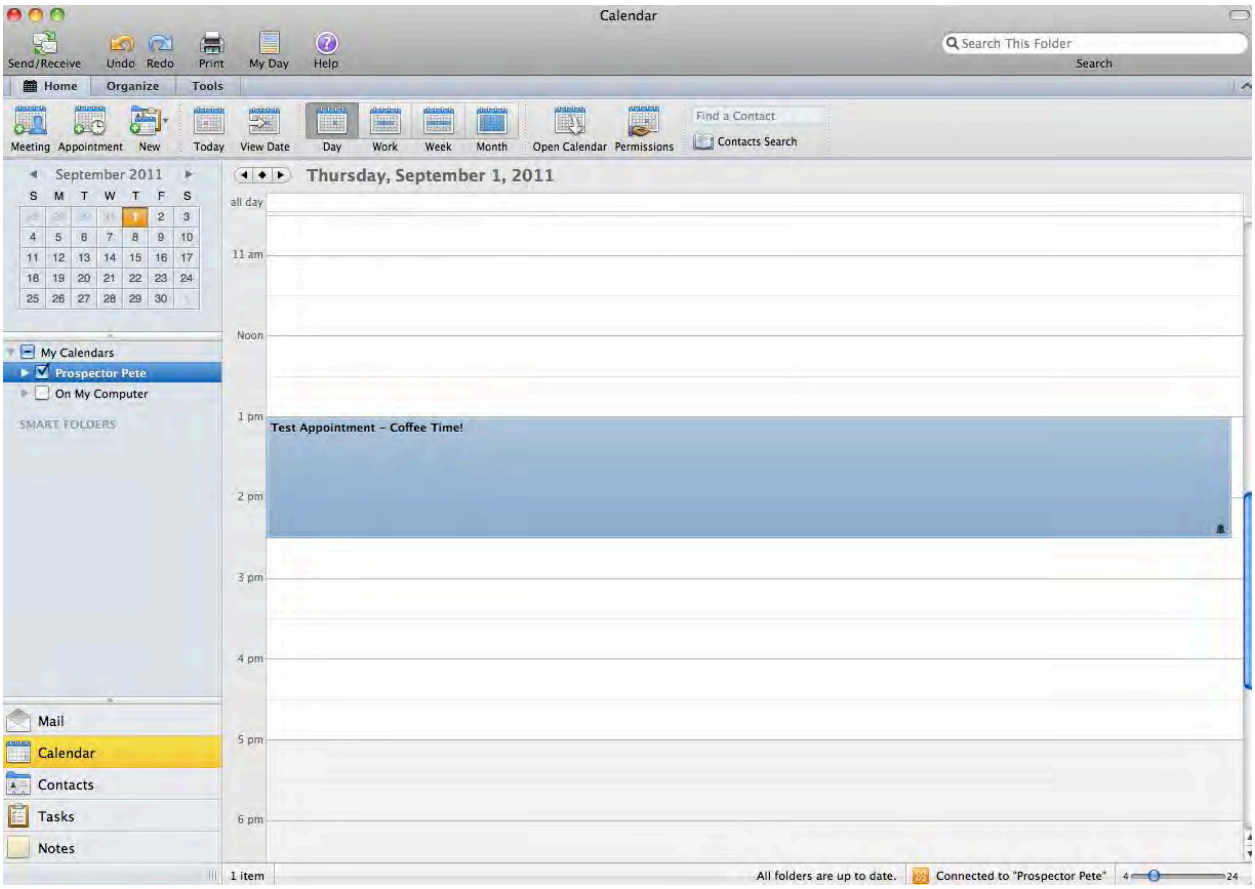
When you press **Enter**, Outlook will display the contact if it finds it. An error will be displayed if the contact is not found.

Section 4: Calendar

To open the calendar, click the **Calendar** button in the Navigation Pane or use the **Command+ 2** shortcut.



You will see a structure much like any mail folder, with the ribbon interface, Navigation Pane, and central window.



Using the Calendar Navigation Pane

At the top, you will see a “mini” calendar. The current day is highlighted. You can click any date to go to it or you can use the arrows beside the current month to go back or forward in the calendar.

Then, in the My Calendars section, you will see all your available calendars.

Customizing Calendar Views

You can change the appearance of your calendar using the view options on the Home and Organize tabs . The Home tab offers these options:

Notice that the current view is highlighted in dark gray. Let’s review each choice.

1. Day - View one day at a time
2. Work - View a week, Monday through Friday
3. Week - View a seven-day week
4. Month - View a month in low, medium, or high detail

You can also use the Organize tab to customize your view with more options:

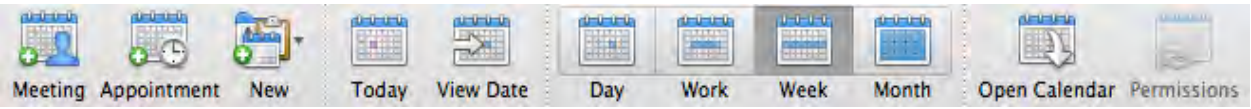
Let’s review the commands:

Group	Commands
New Calendar	Will create a new “sub” calendar in your mailbox.
Categories	Allows administration for your Colorized Category list.
Day/Work/Week/Month	Changes your Calendar view to the associated option

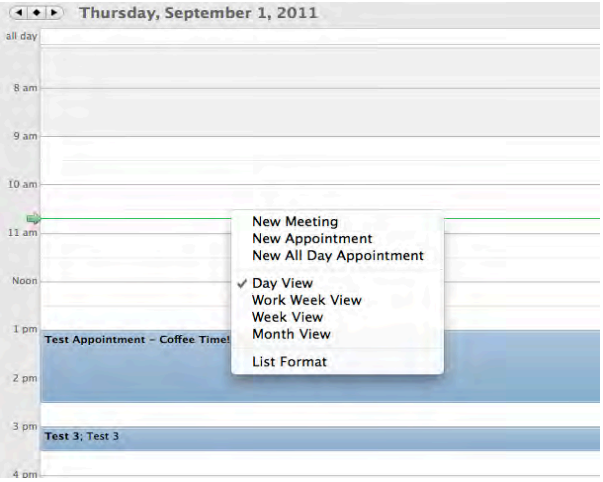
Scale	Changes the scale to view more in the same window.
Grid/List	Changes Calendar between classic grid view and a detailed list view
Open calendar	Allows you to Open another users shared calendar
Permissions	Allows you to set permissions for other to have access to your Calendar

Creating and Editing Appointments

There are several ways you can create a new appointment. Like a mail message, if you're in the Calendar folder, you can use the **Meeting** or **Appointment** command on the Home tab or the **Command + N** shortcut.



A new appointment window will open. Click **Save & Close** when finished entering data.



You can also double-click a location in the calendar to place an appointment there, or **Control + click** and choose either **New Appointment or New Meeting:**

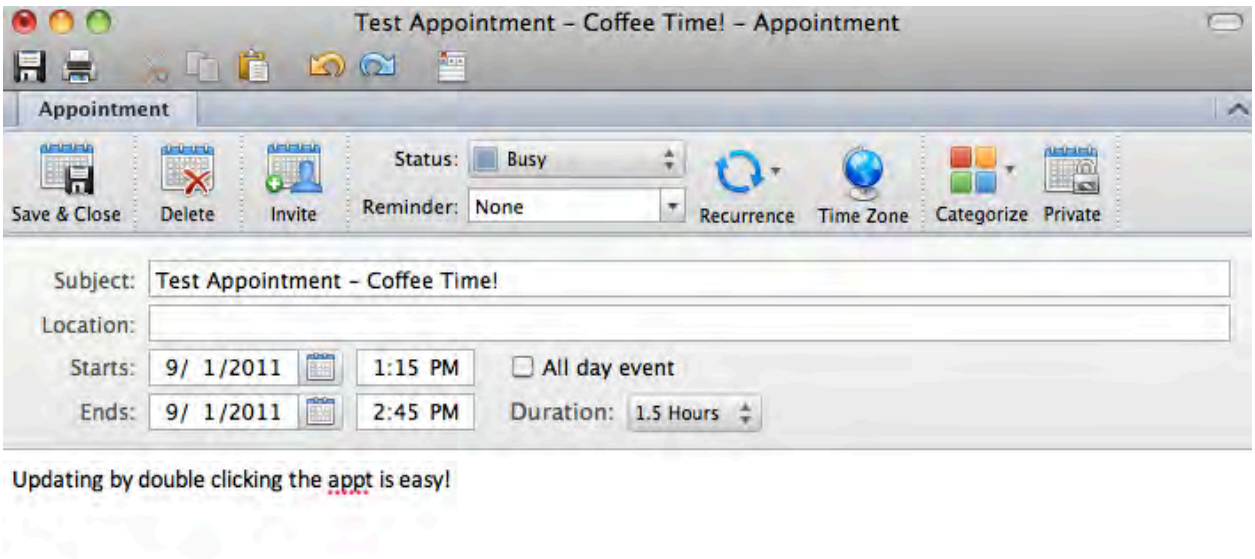
:

With any of these actions, you will see the **New Appointment** window.

When the time for the appointment comes, Outlook will remind you of it.

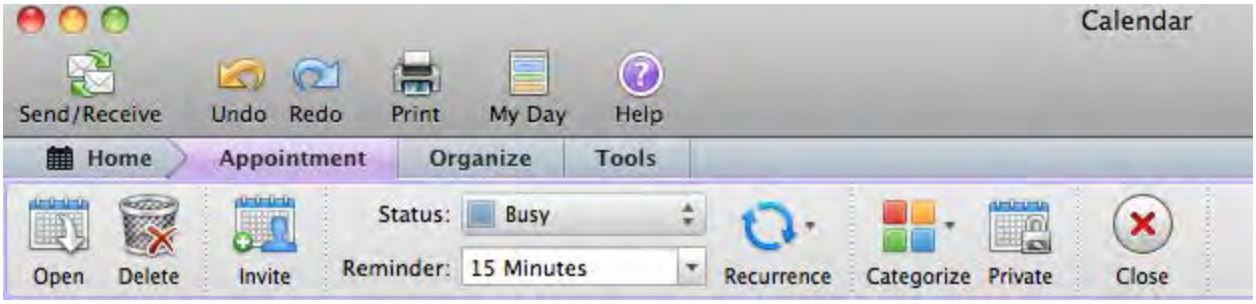
You can choose to **Snooze** or **Dismiss** this reminder, open the item by clicking on the Calendar Icon.

To edit an appointment, double-click to open, make your changes and click **Save & Close**:



Understanding the Appointment Tab

When you are in the calendar and an event is selected, you will see the **Appointment** tab.



Its commands are as follows:

Command	Function
Open	Opens the appointment selected
Delete	Deletes the selected appointment
Invite	Invite attendees to an already existing meeting/appointment
Status	Allows you to set certain variables to tag for this appointment
Reminder	Sets the reminder timer for notifications on this appointment
Recurrence	Allows to make this appointment recurring according to a schedule
Categorize	Allows categories to be assigned to your appointments
Private	Will mark this appointment unreadable even by those that have access to share your Calendar

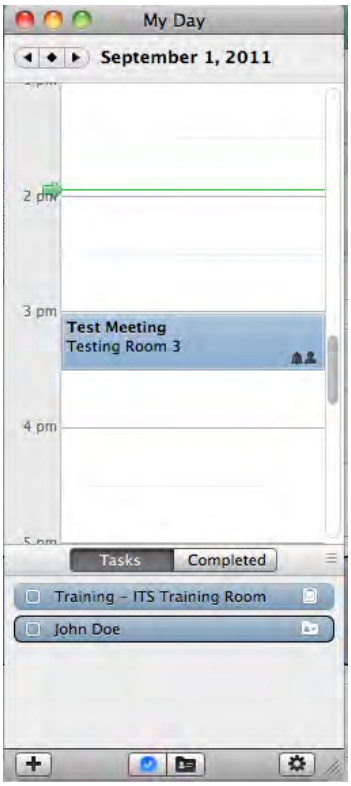
Using the My Day Feature

No matter what section of outlook you are in you will see a My Day button.

This feature allows you to view your daily schedule and task list. To use this feature click the My Day button.

The My Day application has two parts:

The first section shows your Daily Calendar View



In the second section you see your current tasks, and any contacts that you have flagged.

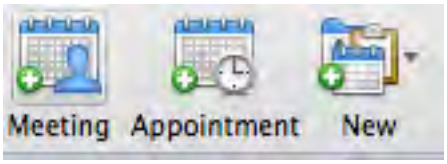
There are also some additional options on the bottom.

Scheduling Meetings with Exchange Server

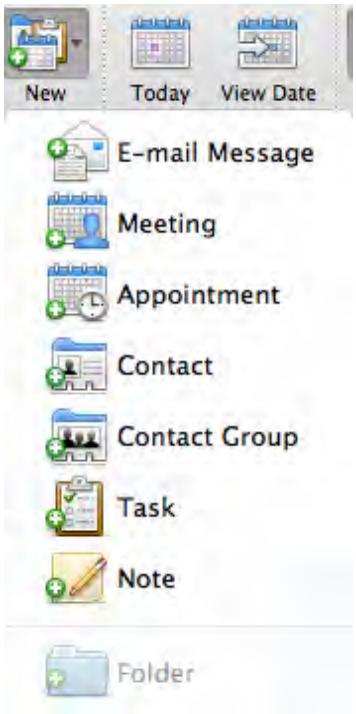
One of the most powerful features of Exchange Server mailboxes is the ability to easily view others' time commitments and to schedule and manage meetings.

Scheduling a Meeting

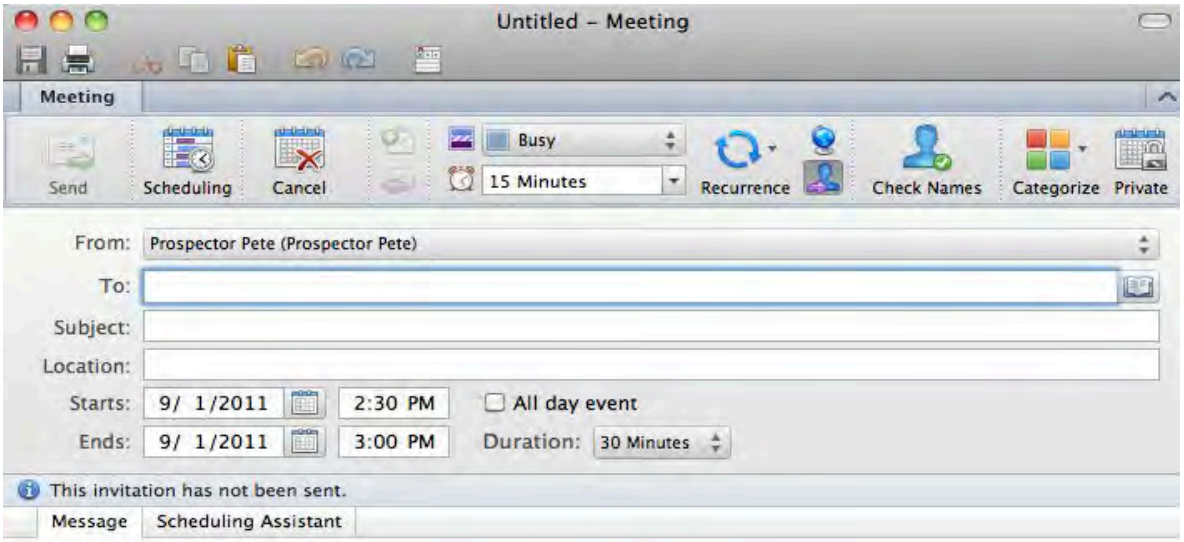
To schedule a meeting with other Exchange users based on their availability, click **Meeting** on the Home tab of the Calendar.



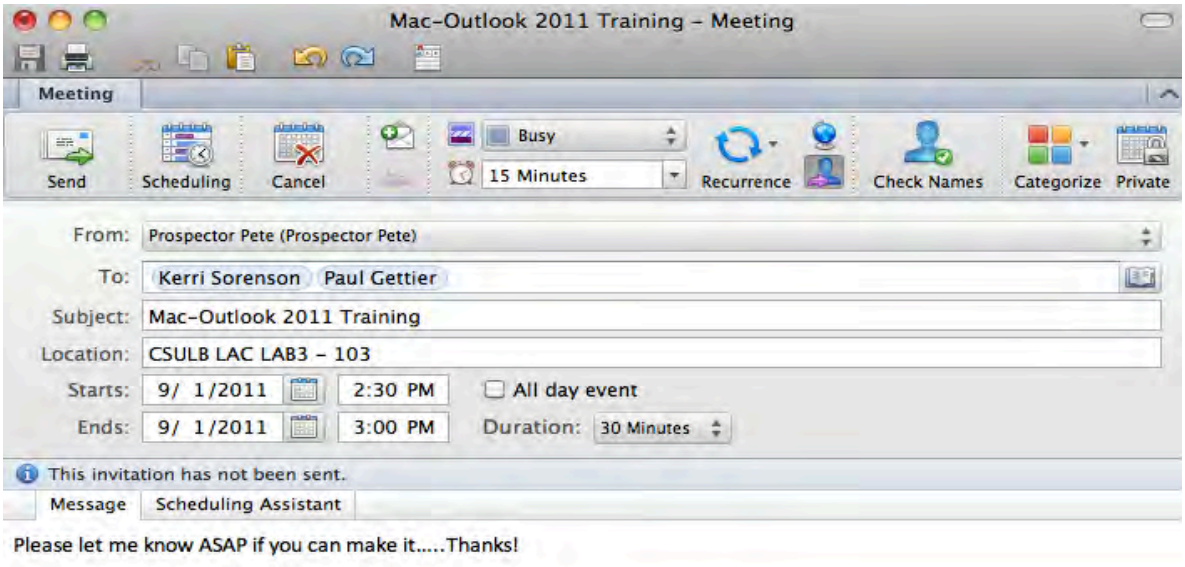
Or choose **New I> Meeting** on the Home tab in any other folder



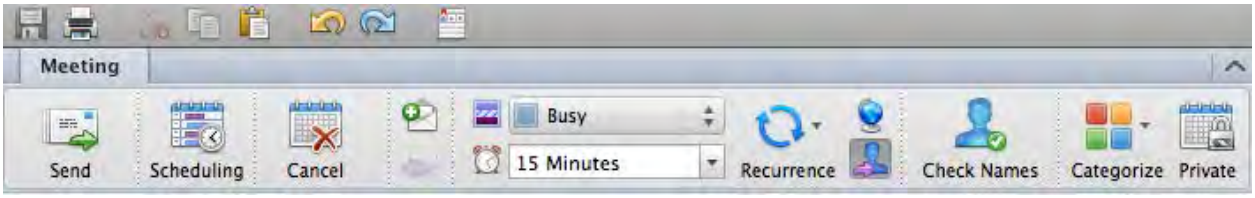
This will open the Meeting Request window:



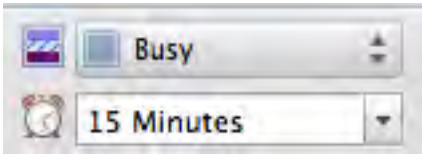
Fill in attendees, subject of the meeting, location if desired, and start and end time and date.



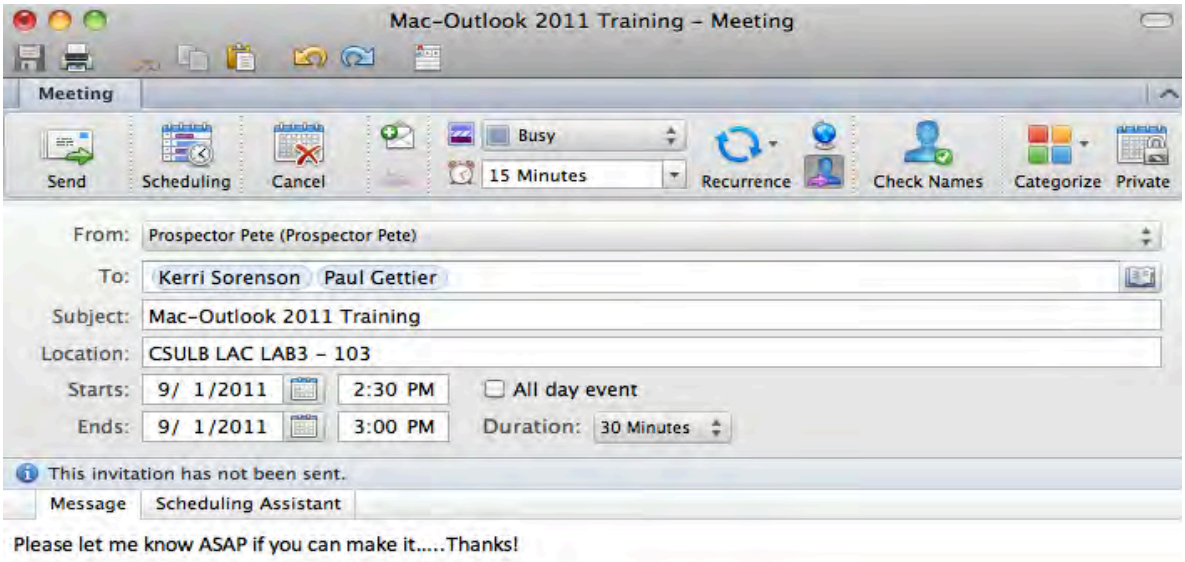
You can set up a recurring meeting just as you would a recurring appointment, with the Recurrence command on the Meeting tab:



And, you can use the Options group to choose how this time will appear in the recipient's calendar (i.e. if it will leave their time free), and set when the reminder for the meeting will appear:



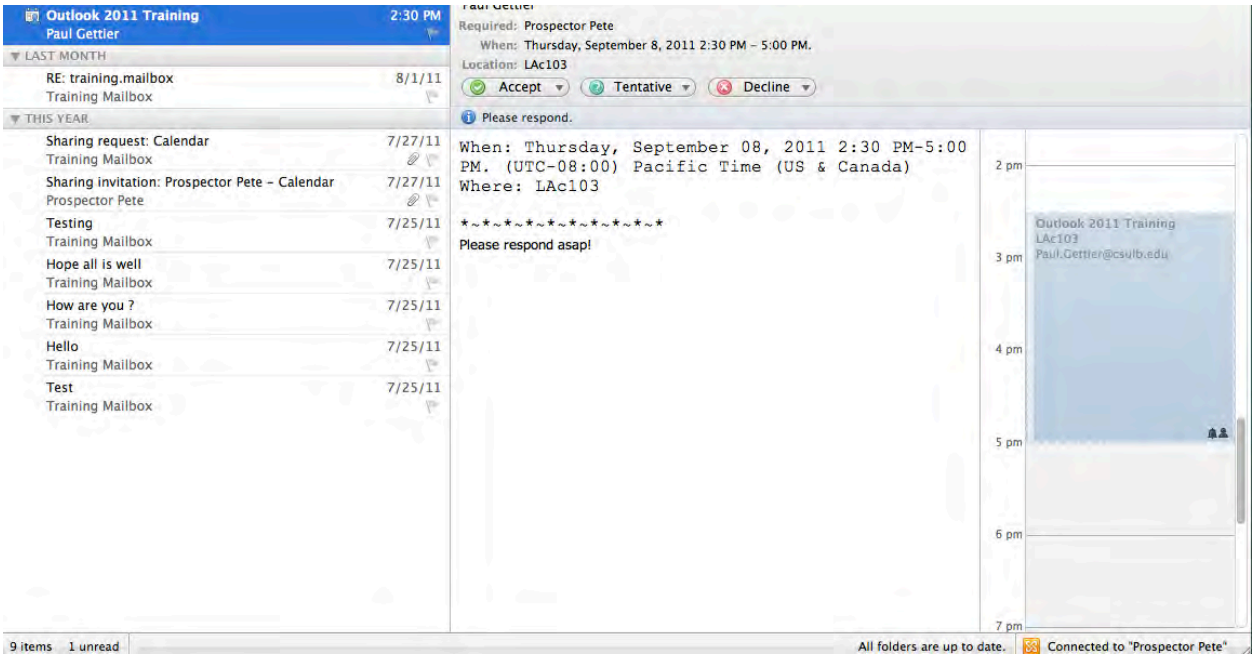
Once your options are set, type a short message if desired:



Click **Send** to complete the meeting request.

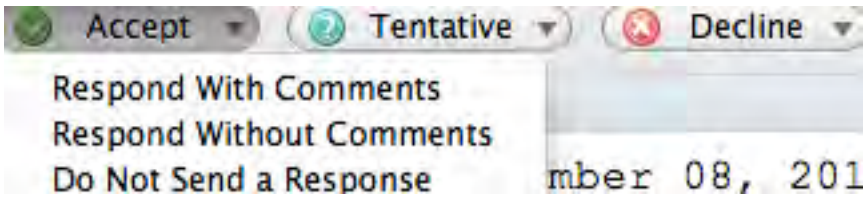
Responding to a Meeting Request

When someone invites you to a meeting, a meeting request will arrive in your inbox and will look like this:

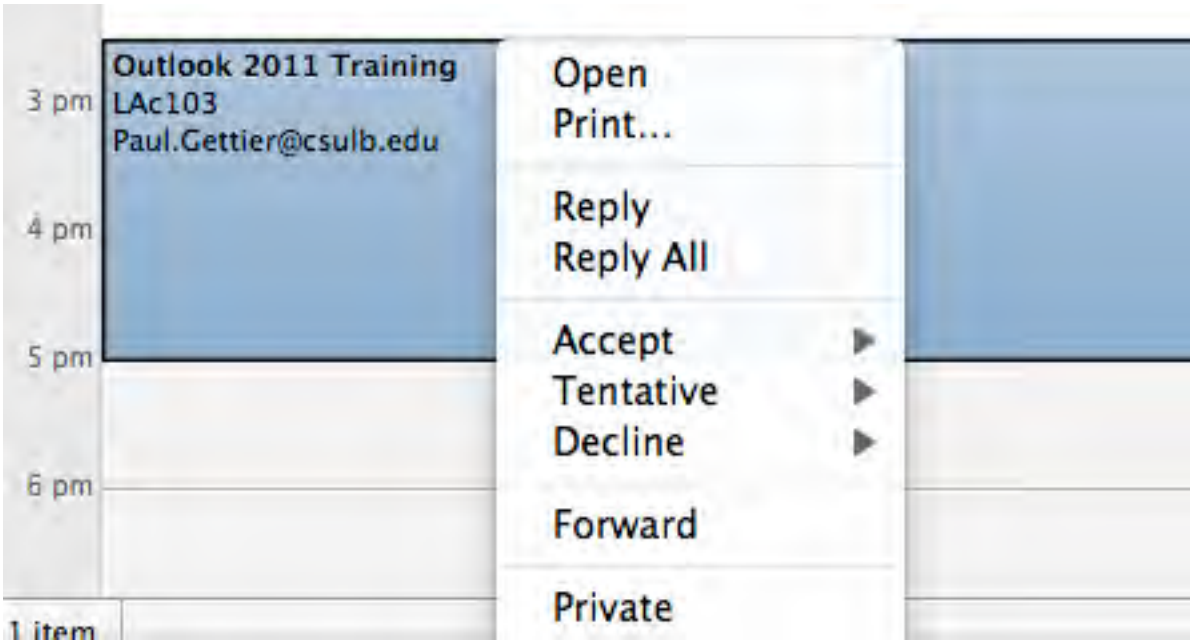


You have the option to **Accept** the request, **Decline** it, or mark your presence as **Tentative**. You can also propose a new time (if the meeting organizer has allowed it) or view your calendar (which is conveniently also previewed in the email).

The **Accept**, **Tentative**, and **Decline** options all offer additional choices:

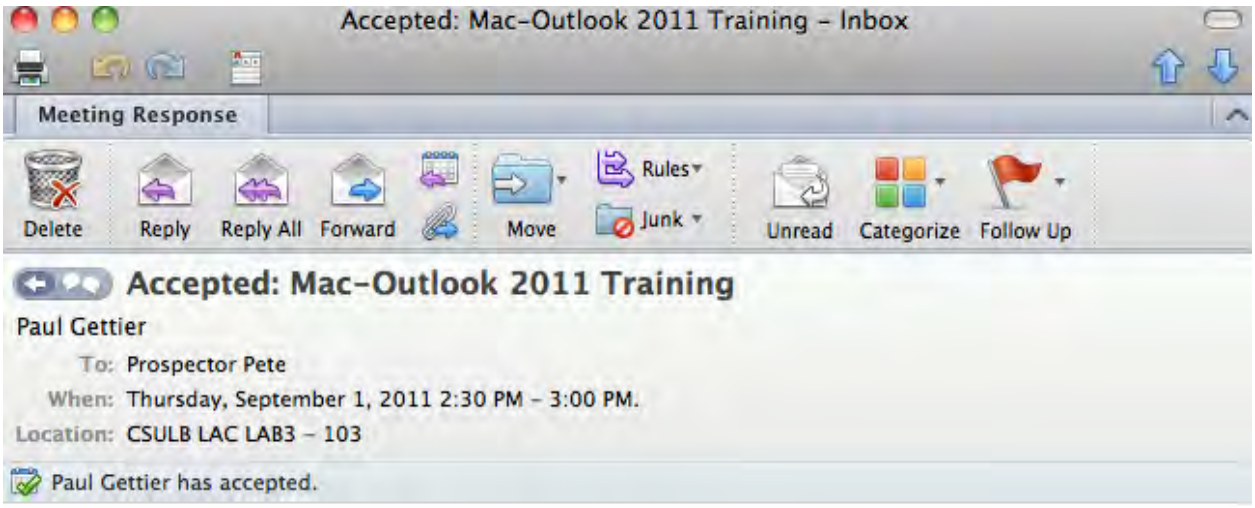


You can later change your response by finding the meeting in the calendar use **Control+Click**, and choosing a new option.

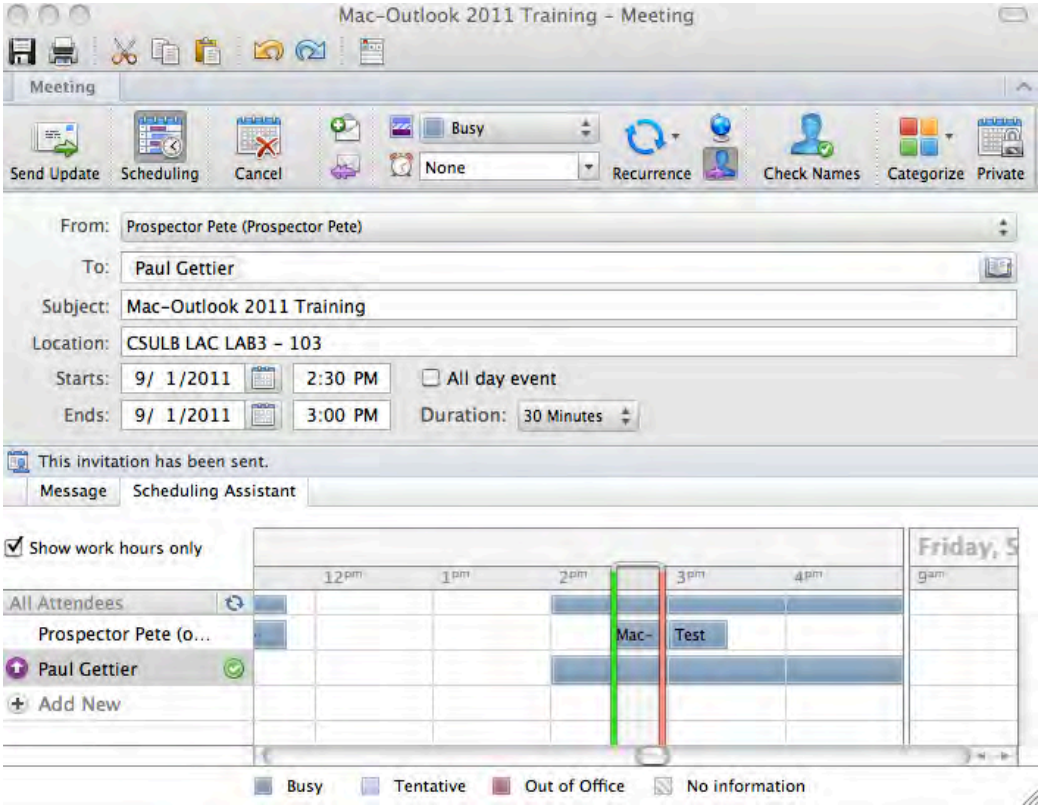


Tracking Responses

When you are the meeting owner and participants respond to the meeting request, you will automatically get a notification like this:



The information will automatically be added to the meeting entry in the calendar. To see all responses to the meeting open the Calendar item and choose **Scheduling Assistant:**



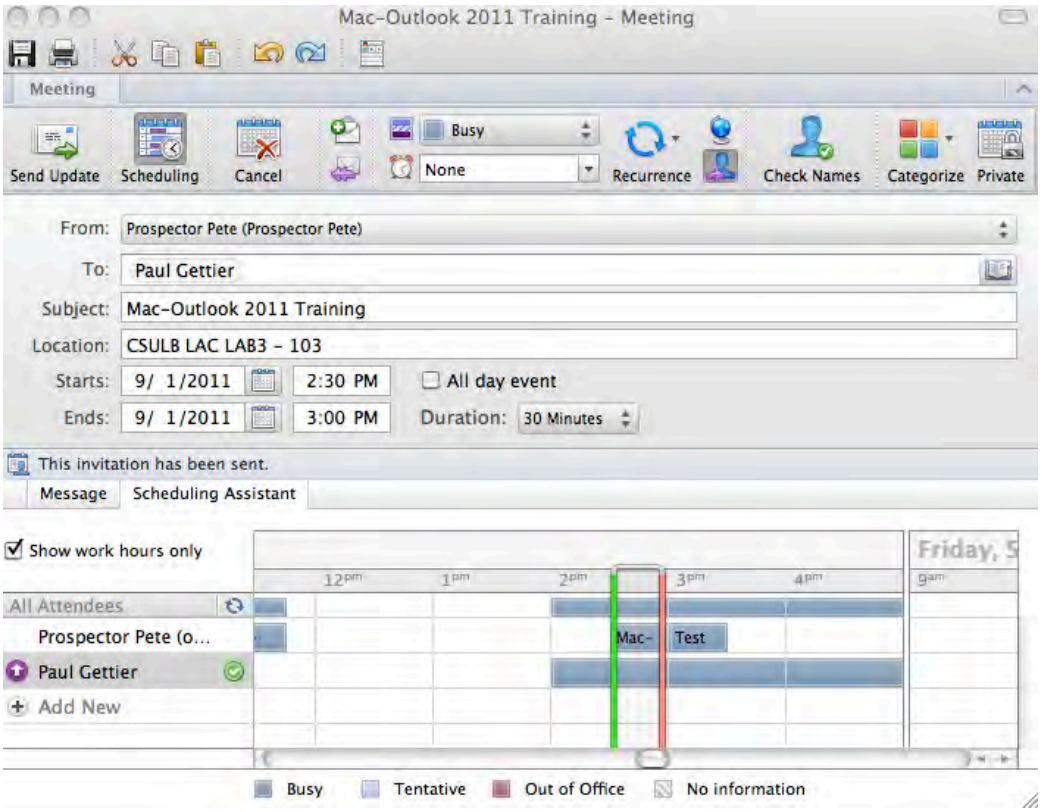
Here you can see Paul Gettier has accepted the Invitation and the item has been updated.

You will then see a list of attendees and their responses:

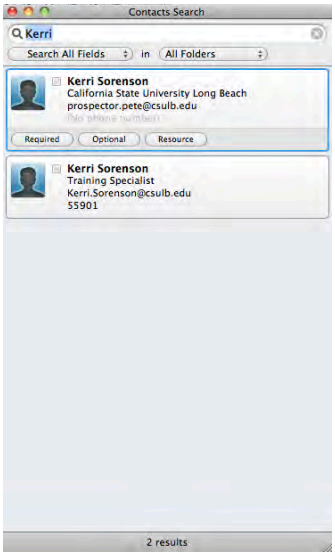
Note that you can click the Response field for each recipient and choose a response (**Accepted, Declined, Tentative, or None**) as appropriate. This is useful if someone responds to the request via phone or in person.

Adding and Removing Attendees

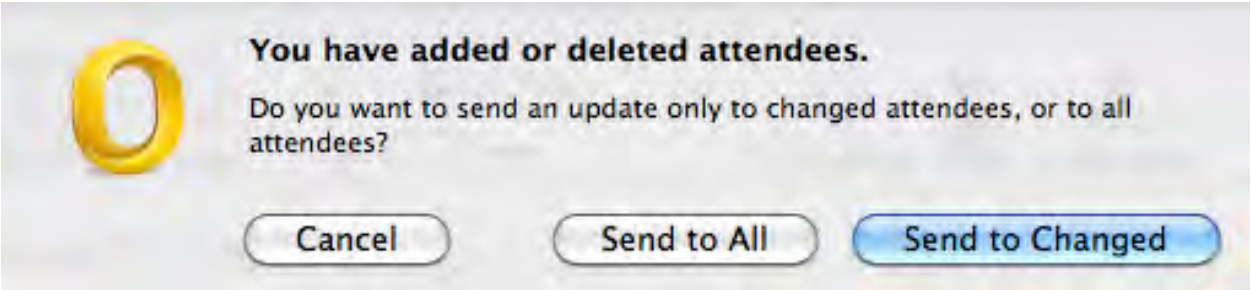
To add or remove invitees, open meeting from the calendar, click the **Scheduling Assistant,** and click **Add New** button**:**



You will then be able to choose the new attendees (or remove existing attendees) and send an update:

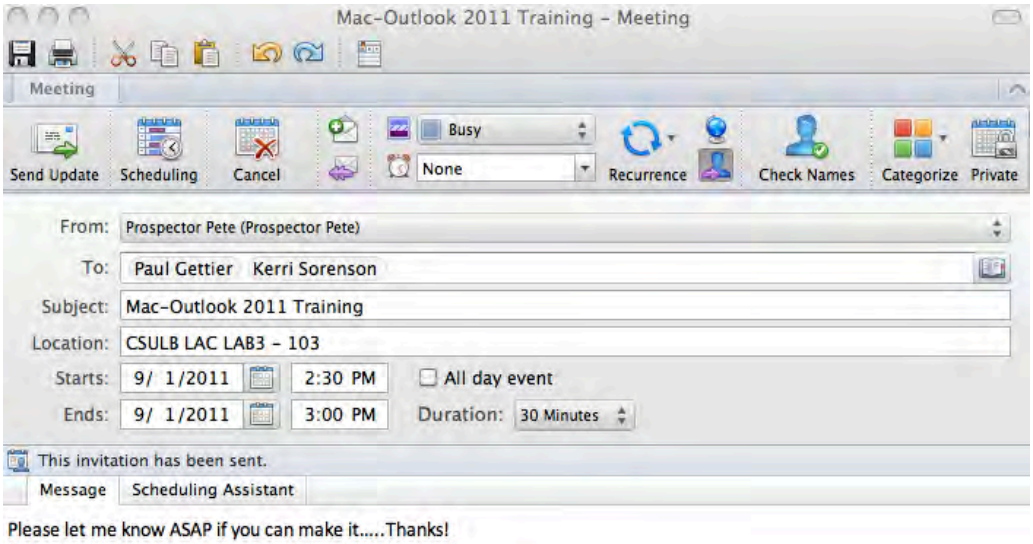


You will be prompted if you want to send a message to all attendees or just the attendees that were affected:



Cancelling a Meeting

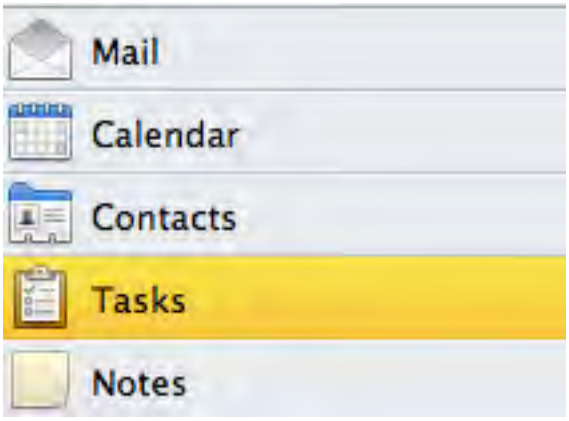
You will also see a Cancel Meeting command within the Calendar item. To cancel a meeting, open the item and click cancel



This will delete the meeting from your calendar and send a cancellation message to each attendee (if desired).

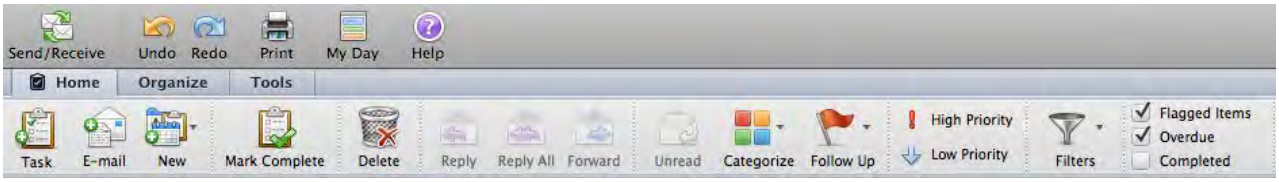
Section 5: Tasks

Using tasks is a great way to manage the things you have to do. To open the Tasks folder, click the **Tasks** button in the Navigation Pane (or **Command + 4** shortcut). Note that any tasks shown in red are overdue.



Understanding the Home Tab

The Home tab is the central place for basic task commands:



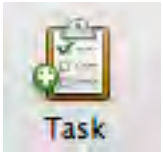
Let's look at its options:

Group	Commands
Task	Creates a new task item
Email-New	Starts a new Email Message or a new items selected from the drop down
Mark Completed	This function will take a current open Task and mark it as being completed
Delete	Will delete the currently selected Task
Categorize	Allows you to set a category for the selected task
Follow Up	Flags the task for follow up based on specified criteria
High-Low Priority	Sets the priority level in the Task

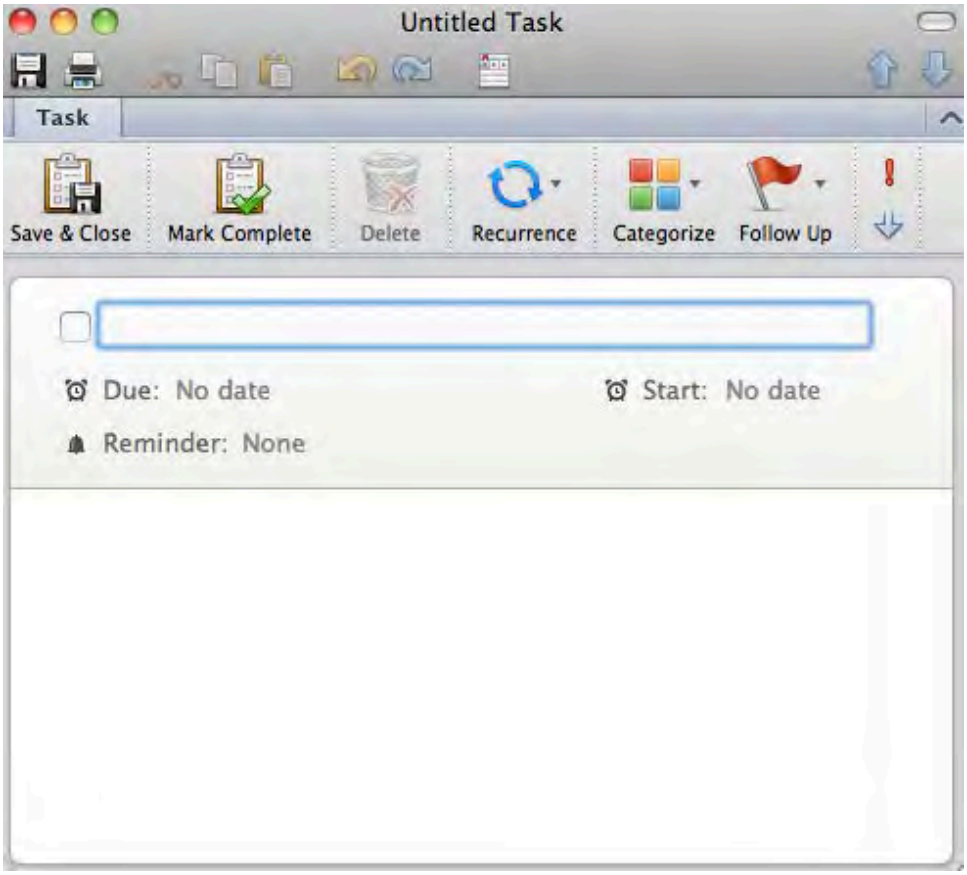
Filters	Sorts tasks based on Date/Start Date/Competition Date…etc.
Flagged-Overdue-Completed	Displays tasks with these criteria set

Creating a New Task

To create a new task from scratch, click the **Task** button or use the shortcut **Command + N**.



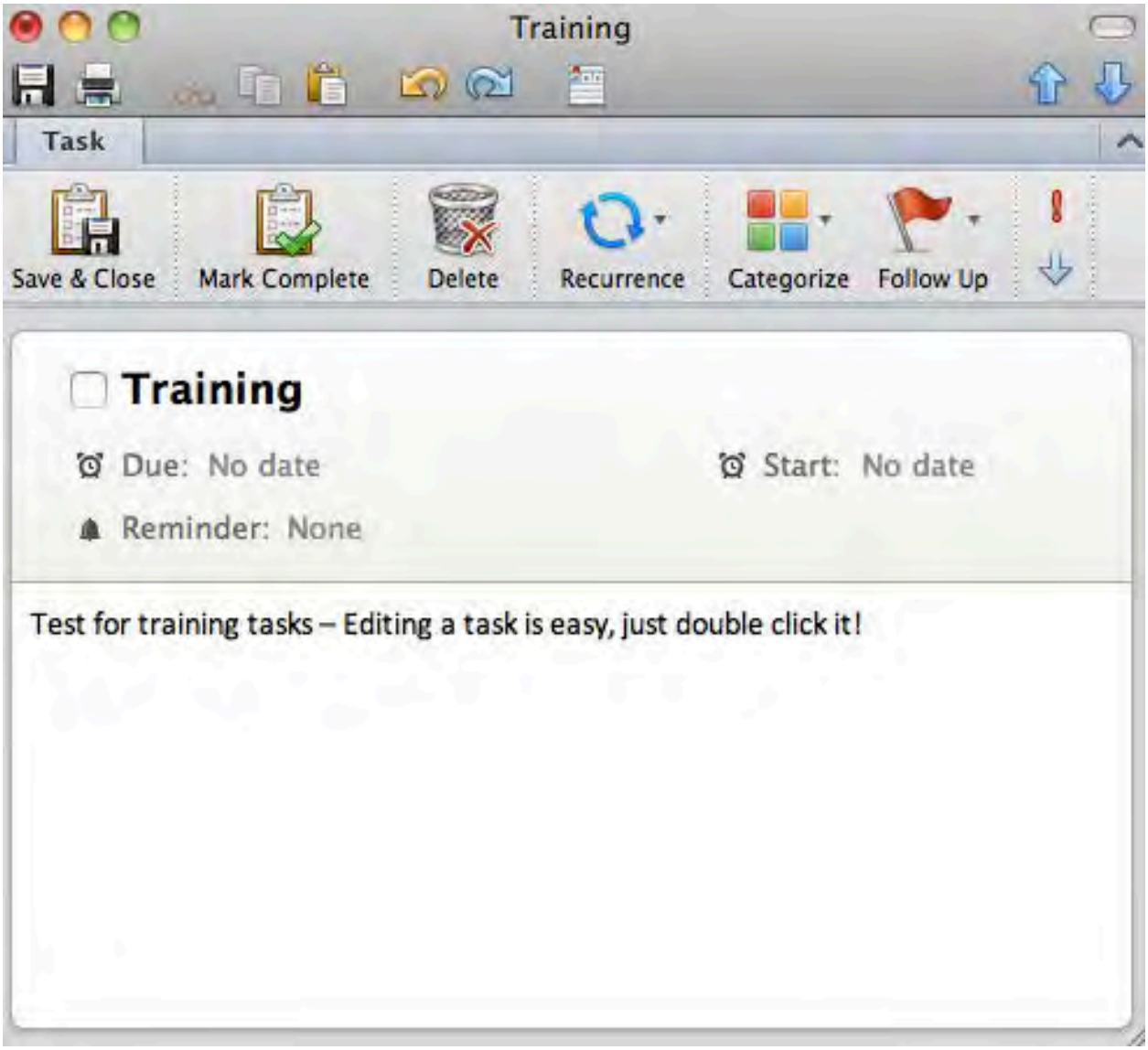
You will now be presented with a Ne task. Fill out all data you wish to include and Hit **Save & Close**.



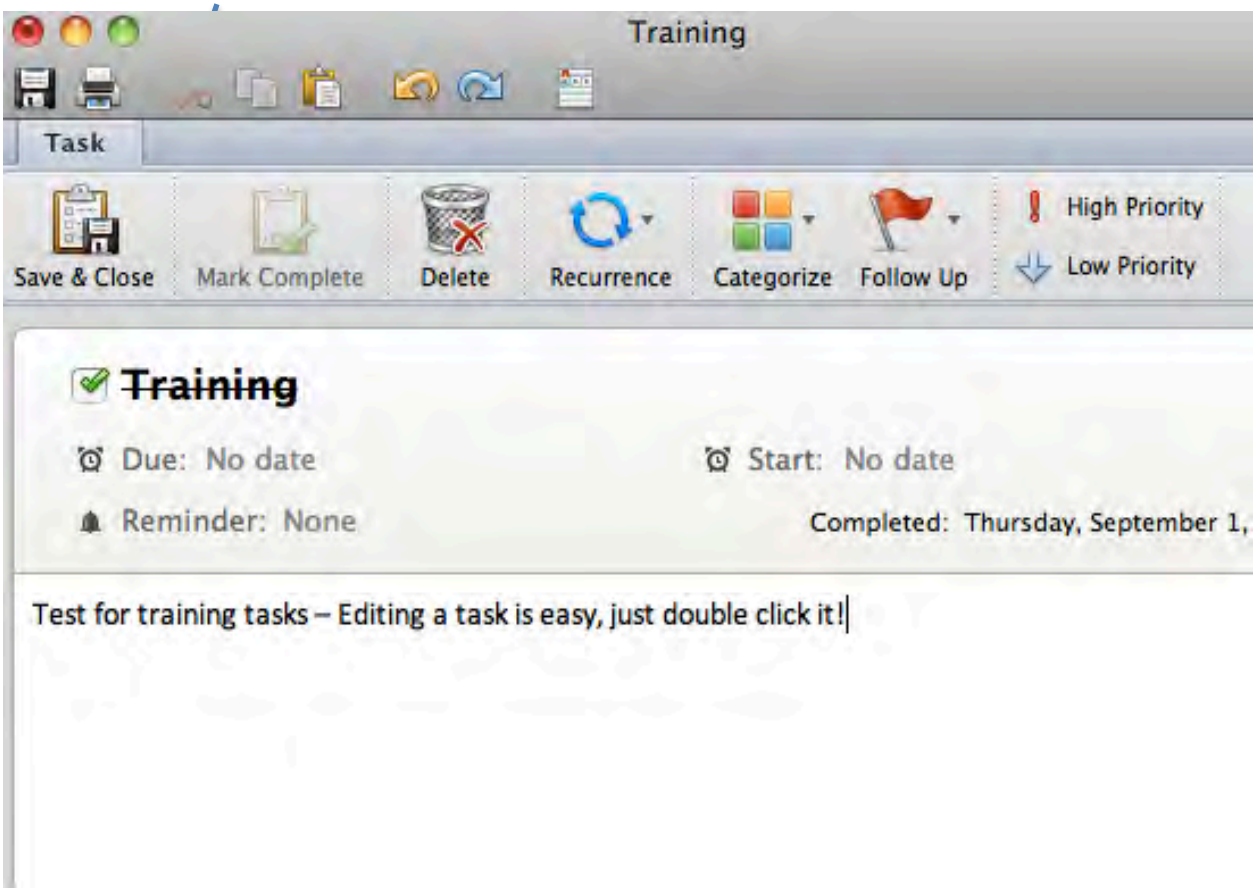
This is much like the New Appointment window. Type a subject, set a start date and a due date, add a reminder if you wish, and add notes. Then, click **Save and Close.**

Editing a Task

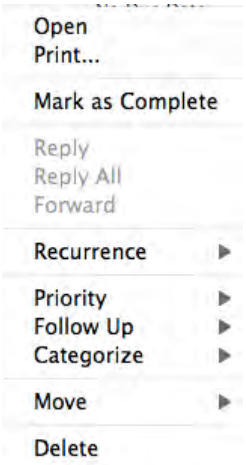
Like other Outlook items, you can double-click a task to open and edit it.



Note the **Check Box** to mark the Task completed.

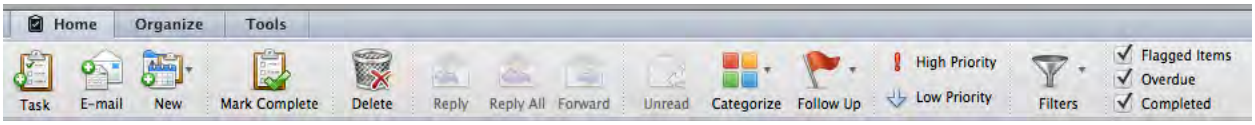


You can also **Control + Click** on a task to see editing options, or use the Home tab to edit tasks.

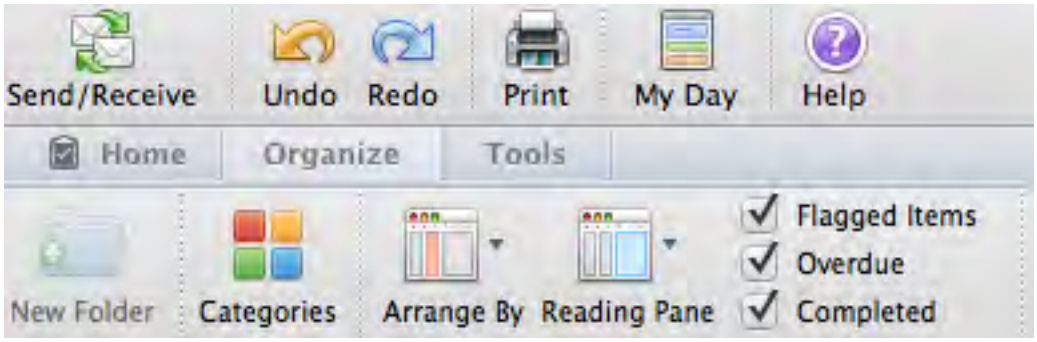


Customizing Tasks Views

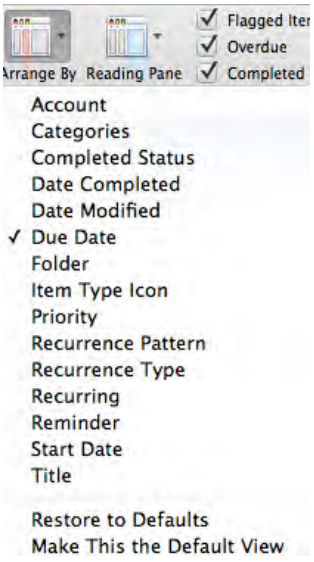
There are many different ways that you can view your tasks. The Home tab offers these options:



You can also use the Organize tab to customize your view:



Arrange By being the most customizable option offering several Task filtering options:

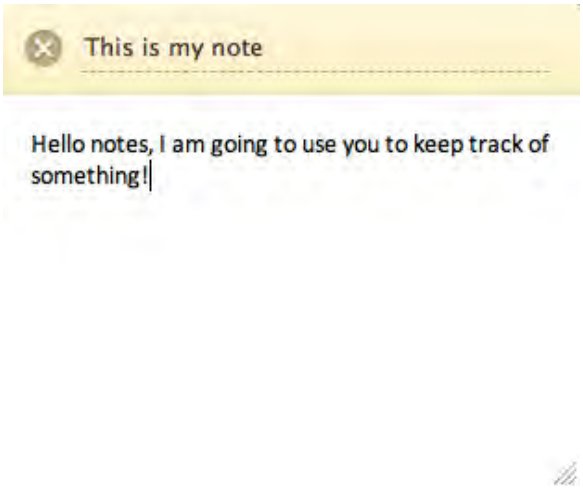


The options available on the Organize tab include:

Group	Commands
Categories	Show Tasks associated within certain categories
Arrange By	Arrange your tasks by: Account, Category, Completed Status, Date Completed, Date Modified, Due Date, etc…
Reading Pane	Changes the orientation of the Reading Pane – Top, Bottom-Off
Flagged-Overdue-Completed	Allows you to filter Tasks based on these criteria

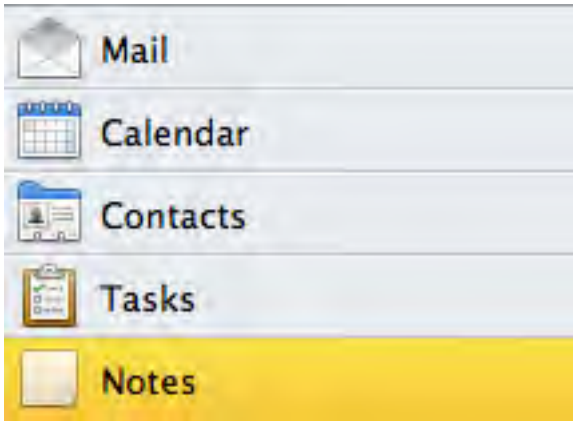
Section 6: Notes

Next, we will take a look at Notes. This is an electronic version of sticky notes. You can jot almost anything down in these notes and save them.



Opening the Notes Folder

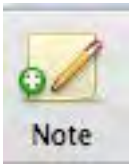
To open the Notes folder click the **Notes** button in the Navigation Pane. (By default, it is located in the bottom row of the Navigation Pane.)



You can also use the **Command + 5** shortcut.

Creating a New Note

To create a new note click the **New Note** button or use the shortcut **Command + N**



You will then see a sticky note appear on your screen.

Type your text and click the **X** in the top right hand corner when you're done. Your changes will automatically be saved.

Editing a Note

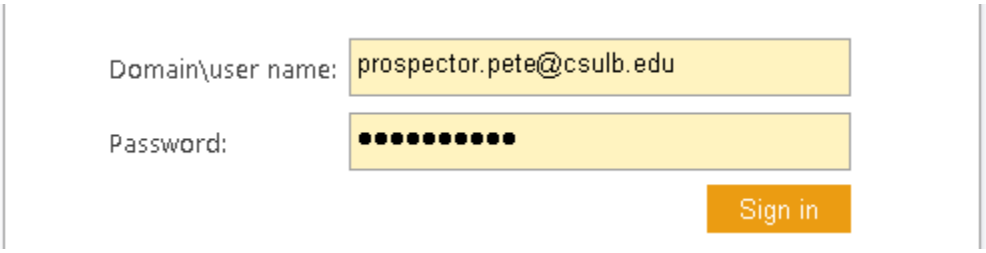
To edit the text of a note, double click it.

Section 7: Office Web App (OWA)

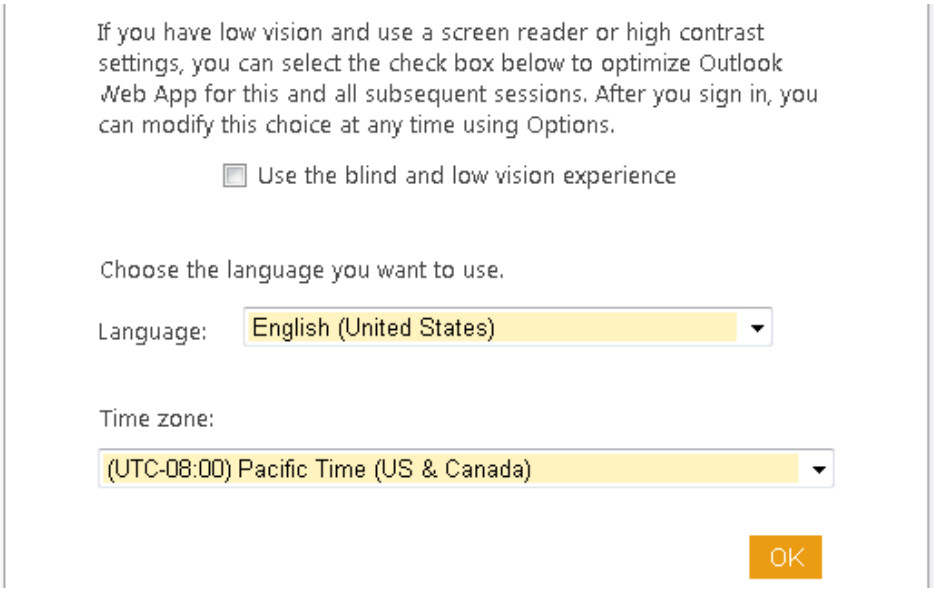
Outlook Web App (OWA) is the web-based version of Outlook Exchange. To access OWA, you need a web brower and an internet connection.

Logging In

Go to http://mail.csulb.edu. Enter your **Email address** (firstname.lastname@csulb.edu) and your **Password**. Click **Sign In**.

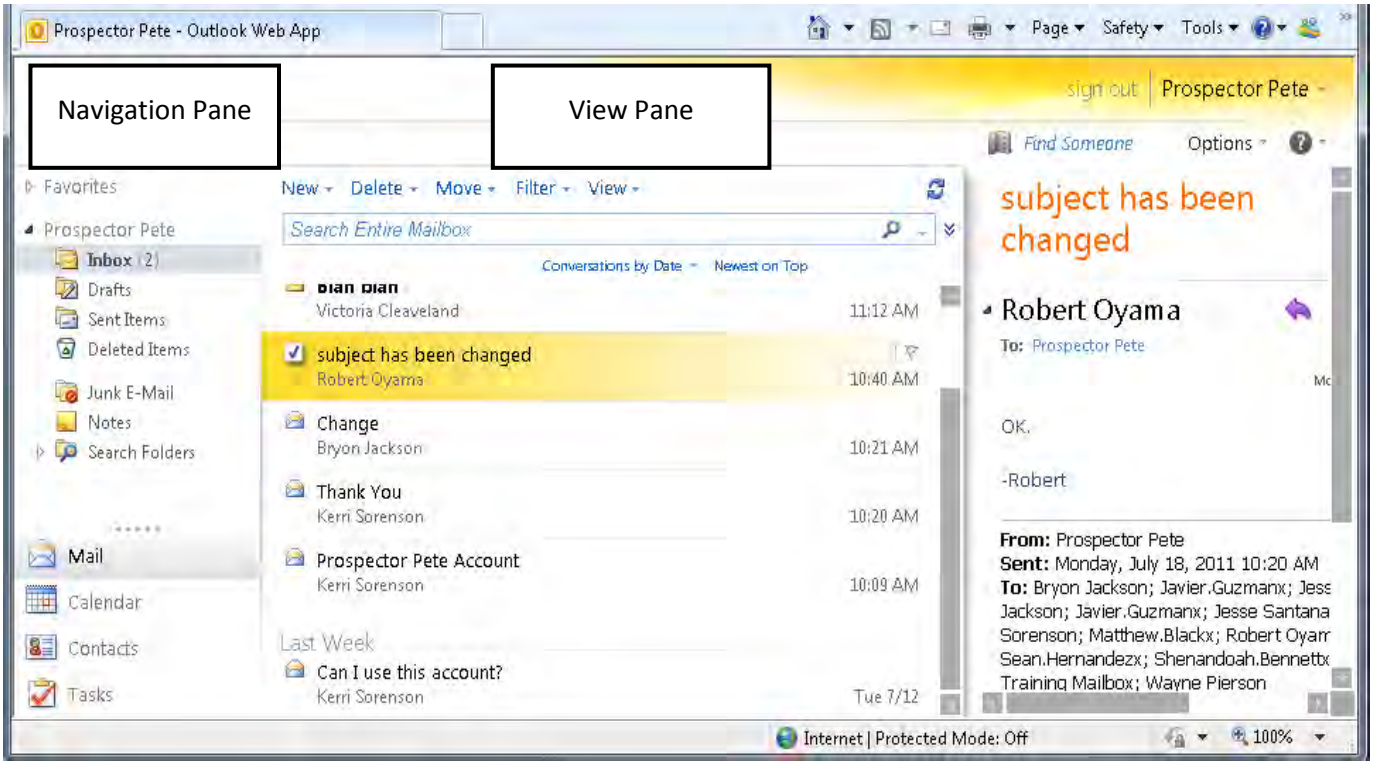


If this is your first time logging in, you'll be prompted to select a **Language** and **Time Zone**. For low vision or screen reader users, you can opt to use the blind and low vision experience by checking the box. Otherwise, click **OK** to continue.



The OWA Interface

OWA operates in a multi-pane window, very similar to the Outlook client. You can collapse, expand, drag and increase or decrease each pane's size or shape. Each pane is dynamic; for example, if you click a folder in the **Navigation Pane**, the folder contents open in the **View Pane**. Select an item in the **View Pane** and the item details open in the **Reading Pane**.



Feature Differences

Most features found in the full Outlook client are also found in Outlook Web App (OWA). The following table highlights the major differences between features in OWA and the full client.

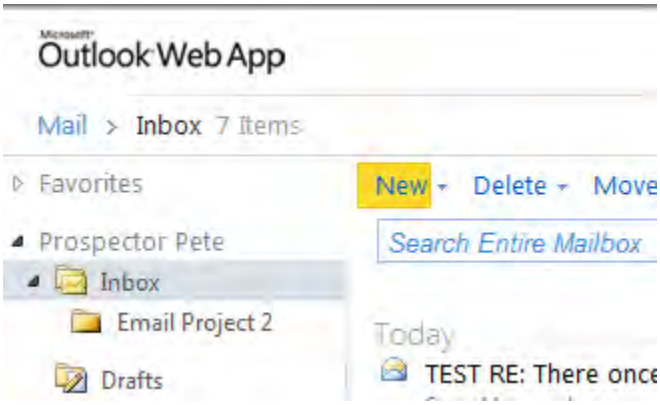
Feature	Supported in Outlook	Supported in Outlook Web App
Search folders	Full functionality	Can't create Search folders. Can view default Search folders and custom Search folders that you previously created using Outlook.
Message editing tools	Full functionality	Limited
Notes	Full functionality	View only
Journal	Full functionality	View only

Feature	Supported in Outlook	Supported in Outlook Web App
Monthly calendar view	Full functionality	View and edit. You can't print.
Searching	Full functionality	Not available in Calendar
Custom dictionaries	Yes	No
Import and export data from other data sources, such as .pst files, database files, other messaging and contact systems, other calendaring applications	Yes	No
.pst file support	Yes	No
Send to Office OneNote	Yes	No
Hierarchical address book	Yes	No
Delegate control	Yes	No
RSS subscription and management	Yes	No
Voting buttons	Yes	No
Propose new time for meetings	Yes	No
Related search through right-click	Yes	No
Natural language search	Yes	No
Windows SharePoint Services lists	Yes	No
Outlook Today page	Yes	No
To Do Bar	Yes	No
Customize navigation pane	Yes	No
Pasting inline images	Yes	No
Task request	Yes	No
Automatic formatting of calendar items	Yes	No
Secondary time zone in calendar view	Yes	No

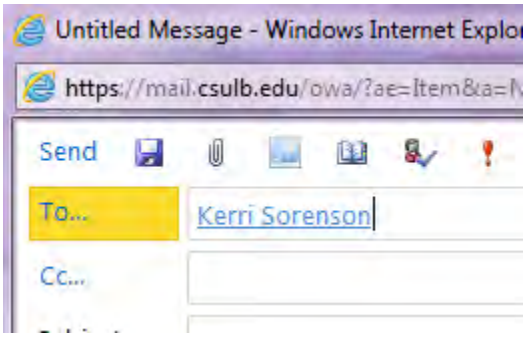
Email

Creating New Email

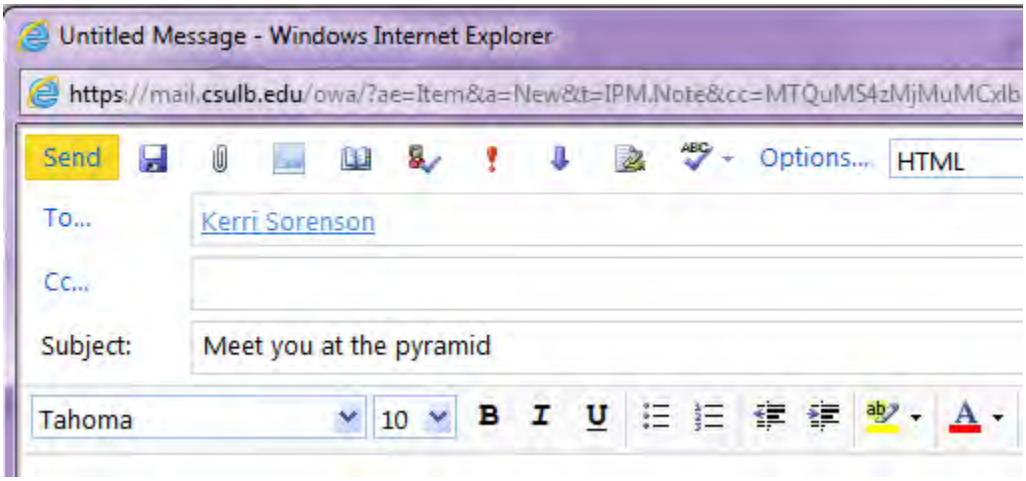
To create new email, click the New button from within your mailbox.



A second window will appear with your blank email. Type the recipient's email address in the To field. If you need to lookup a recipient's email address in Contacts, click the To link and the Global Address Book will open. Double-click the recipient's name and click Ok. The recipient will be added to the To field.

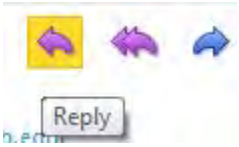


Once you've completed your email message, click Send in the upper left hand corner. Your mail has been sent and the individual email window will close, taking you back to the original mailbox.

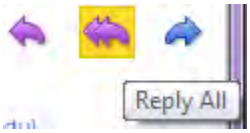


Responding from within the Reading Pane

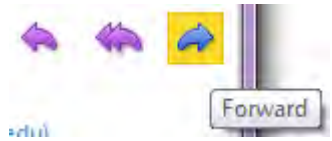
From the Reading Pane, you can respond to an email, using the buttons in the upper right corner. Reply to only the sender by clicking the Reply button.



To Reply to All recipients, click the Reply All button.

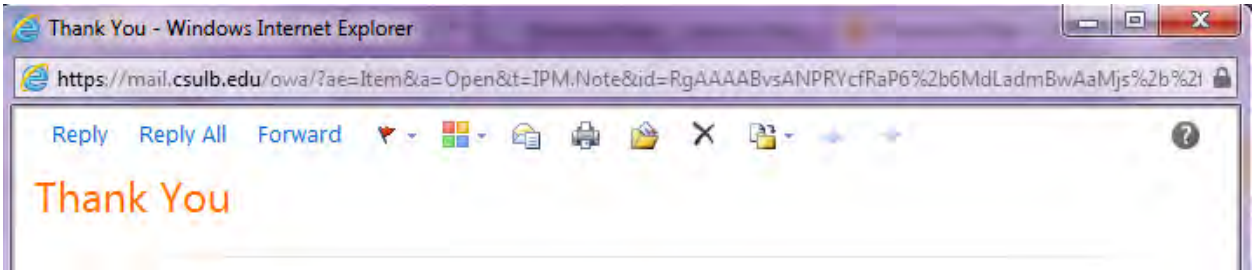


To forward an email, click the Forward button.



Responding from within the email

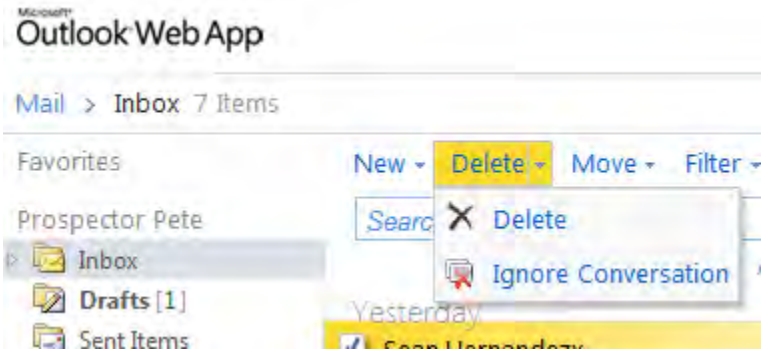
If you double-click and email from the navigation pane, it will open in a secondary window. The respond commands are located in the upper left corner of the window:



Click Reply to reply to only the sender, Reply All to reply to the sender and all other recipients or Forward to forward to another recipient.

Deleting Mail

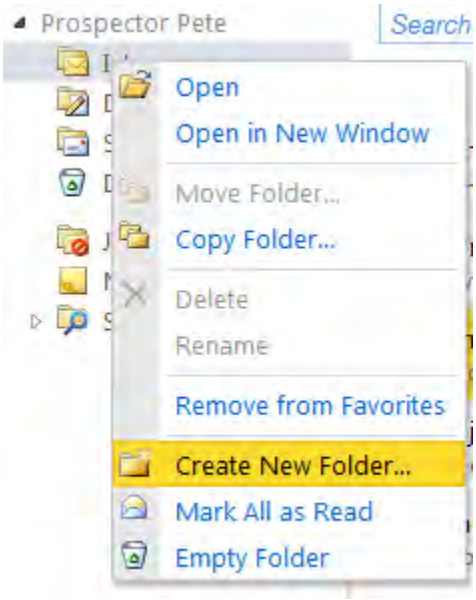
To delete an email, click the Delete button in the View pane. The item will be moved to the Deleted Items recycle container. You can also choose to Ignore Conversation. New messages that are part of a conversation that a user has chosen to ignore are sent straight to the deleted items folder.



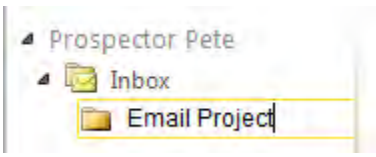
Organizing Mail

Creating New Folders

To create mail folders, in the navigation pane, right-click the location in which to place the folder. For example: If you want a folder inside the Inbox, right-click the Inbox and click Create New Folder.



A blinking cursor will appear. Type the name of folder and Enter.

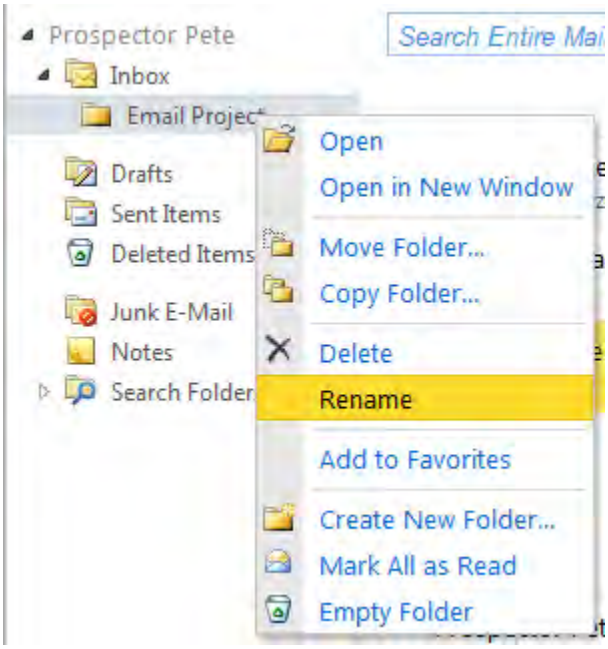


To move mail from any location to a folder, drag it from the view pane and drop it in the folder.

Note: Any folders you create in the client will also appear in the OWA interface and vice versa.

Renaming and Deleting Folders

To rename a folder, right-click on the folder in the navigation pane and click Rename. The folder name will be highlighted. Type the new folder name and key Enter. To delete a folder, right-click it and click Delete.

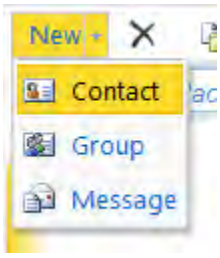


Contacts

Personal Contacts

When you click on the Contacts button in the navigation pane, you will be taken to your personal contacts by default.

To create a contact from scratch, click **New > Contact**.



Complete the contact information and click **Save & Close** to finish.

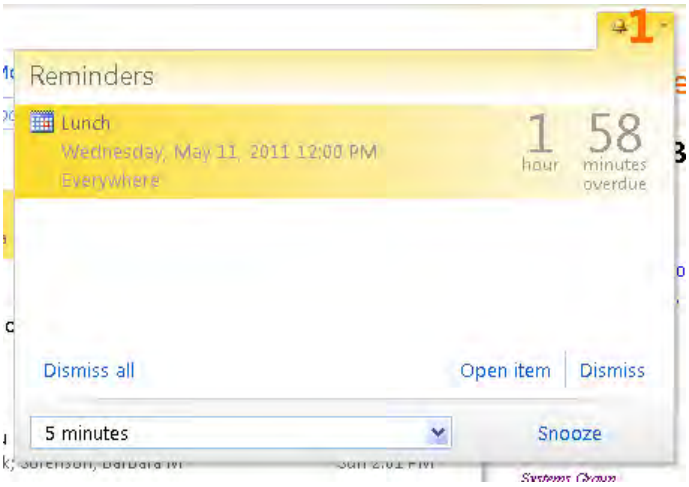
CSULB Campus Contacts

To view the Global Address List, click the address book icon next to “Find Someone” from anywhere within OWA.

From here, you can browse the entire campus employee community.

Calendar

Once you have entries on your calendar, upon login reminder alerts will appear in a dialog box. The number in the upper right hand corner indicates how many total alerts you have. You can choose to Dismiss the alert, Dismiss All at once, Open Item or Snooze. Clicking Snooze will remind you again in five minutes (default).



Viewing Your Calendar

To view your calendar, click the Calendar button in the navigation pane.

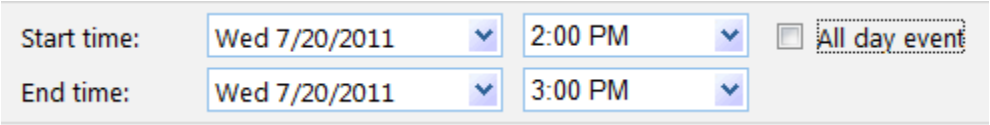
View your calendar in different formats by clicking the Day View, Work Week View, Week View, or Month Vew button.

Scroll to different months by either clicking the forward and backward arrows in the navigation pane, or by clicking the month itself.

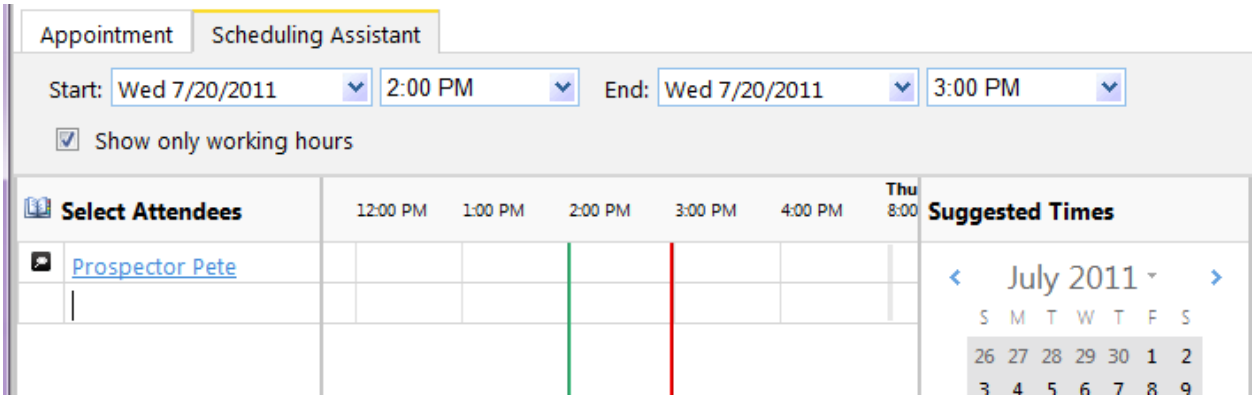
Creating New Calendar Entries

To create a new calendar entry from scratch, double-click a time slot or day on your calendar. Note that in Day, Work Week or Week view, the default entry type is an appointment. In the Month view, the

default calendar entry type is an “All Day Event” – you will have to uncheck the All Day Event box to specify start and end times.

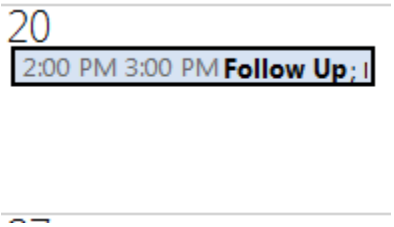


To invite others to a meeting, click the Scheduling Assistant tab. Enter the recipient’s name under your own. To see a list of campus contacts to invite, click the address book icon next to “Select Attendees.”



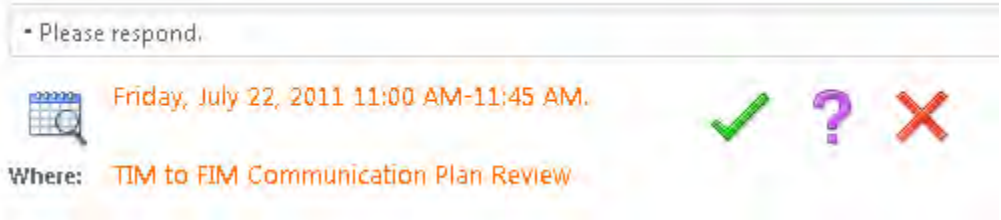
When you have completed your entry, click Send (or Save and Close if you didn’t invite other recipients).

The calendar entry will appear on your calendar.



Receiving Meeting Invites

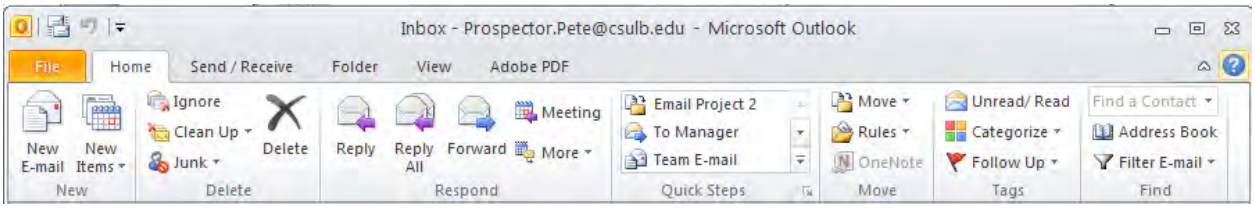
Calendar invites will arrive in your mailbox. The calendar icon in the upper left hand of the mail item indicates it is a calendar invite. Within the body of the notification, you can click the check sign to accept a meeting, the question mark ? to request more information from the sender or the ‘x’ to decline the meeting.



Section 8: Outlook Help

Using the Help Screen

To open Help from within Outlook, click the icon in the far right corner of the interface (or **F1** shortcut key).



When you perform either of these Help commands, the Help screen will open. Type your search term in the search box or click a topic from the list that appears.

Other campus resources:

- Technology Help Desk x54959 or its@csulb.edu
- ITS Training Website http://training.csulb.edu
- Your local technical coordinator