

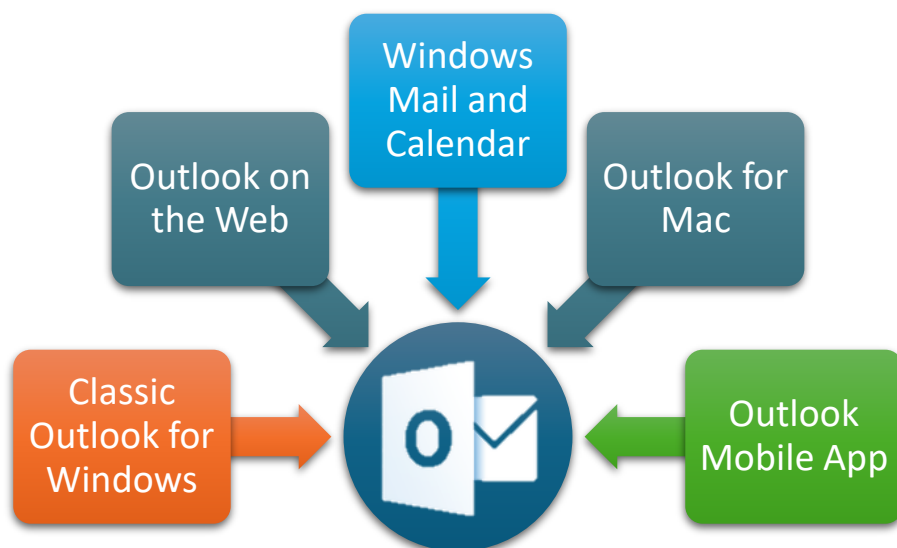


Outlook on the Web and New Outlook

Quick Tips

Webinar Companion Handout

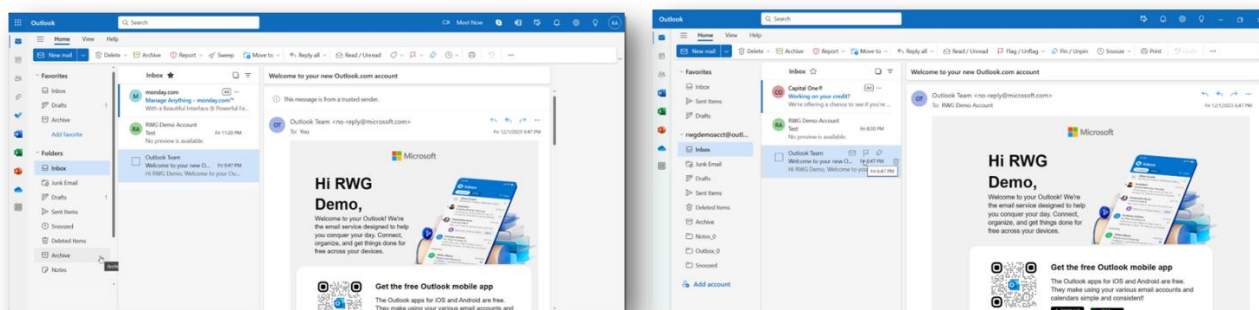
Microsoft's One Outlook Strategy



In 2006, Outlook Express, a related but separate product, was replaced by Windows Mail and Calendar with the roll out of Windows Vista. As far back as 2013, it has been rumored that Microsoft would rebrand the built-in windows desktop mail application to bring it back under the Outlook umbrella.¹ In 2020, news surfaced that Microsoft was looking to consolidate its many mail, calendar, and contact apps under “One Outlook,”² based on **Outlook on the Web**.

Seeing Double? Outlook on the Web and New Outlook

Outlook for Windows or New Outlook uses the same codebase or building blocks as Outlook on the Web.

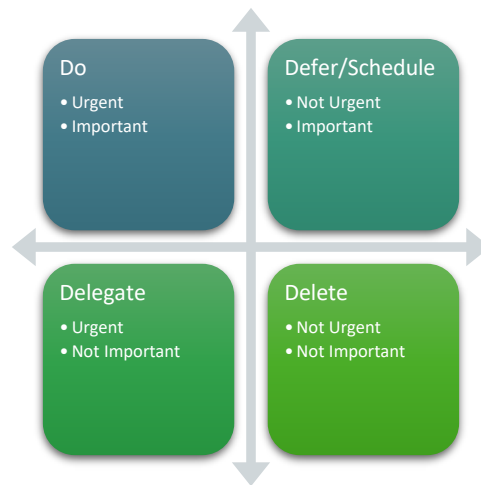


You can use many of the same tips for New Outlook as you use for Outlook for Web. Where there is a difference in these instructions, it will be noted.

Use Outlook to Improve Time Management

Whether you are using Classic Outlook or another version, each version of Outlook includes many features to help you implement many common time management techniques.

You can block off **Focus Time** on your calendar or use the Timer in **Journal**³ to track the time you spend on tasks in Classic Outlook. Or use the flag status and importance fields across all versions of Outlook to classify items according to urgency and importance⁴.



If you are using [the 1-3-5 Rule](#) to schedule at least one large, three medium, and five small tasks each day, you can use [Tip #5](#) to move items from your task list to your calendar.

Here's how to classify your tasks:

- **Large tasks:** 3-4 hours
- **Medium Tasks:** 1-2 hours.
- **Small Tasks:** <1 hour.

[Tip #1](#), [Tip #8](#) and [Tip #9](#), provide additional ways you can use the **Eisenhower Matrix** (shown above) to manage your email by quickly deleting messages, keeping important messages at the top of your inbox, and deferring messages that can wait.

For Time Management tips and techniques, check out our [Thriving at Work: Business Skills & Wellness](#) series.

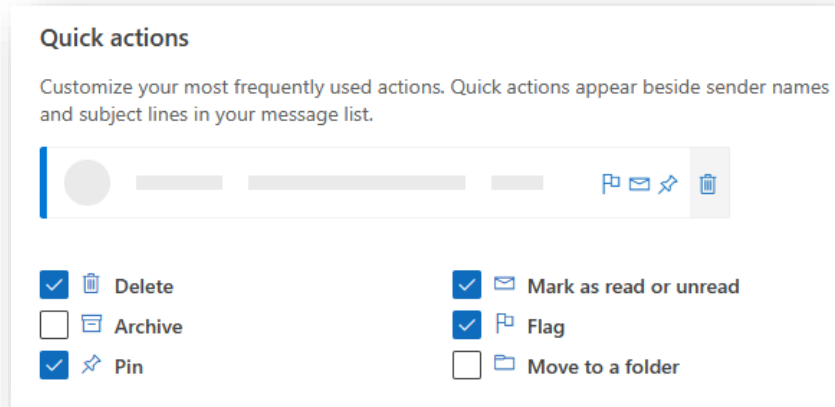
Tip #1: Update Quick Actions

When you are in Outlook, you have several options to quickly act on messages in your inbox. **Quick Actions** is one option!

You can update your choices.

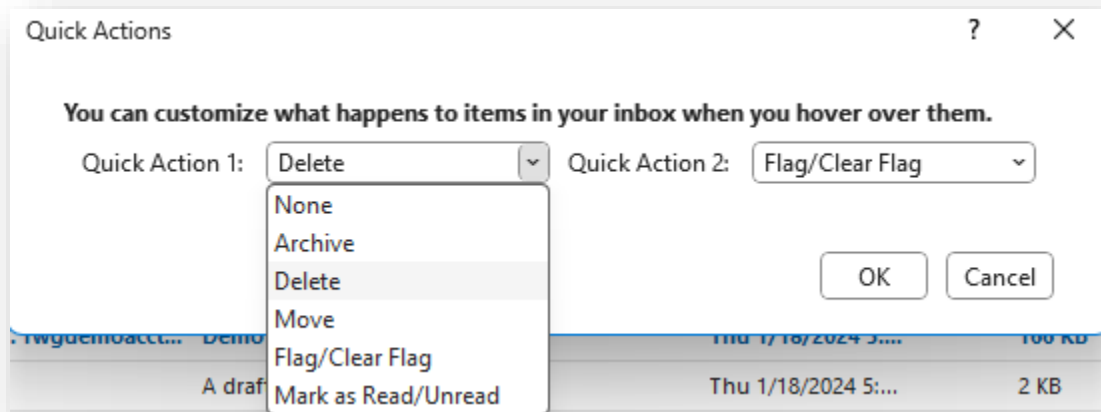
Here's how:

1. Go to **Settings**.
2. Go to **Mail**.
3. Go to **Customize Actions**.
4. Check up to 4 options.
5. Click **Save**.
6. Close **Settings**.



In **Classic Outlook**, you can update your Quick Actions by taking the following steps:

1. Right click on any message.
2. Select **Set Quick Actions...** from the contextual menu that appears.
3. Update up to two Quick Actions in **Quick Actions** dialog box.
4. Click **OK**.



Please note:

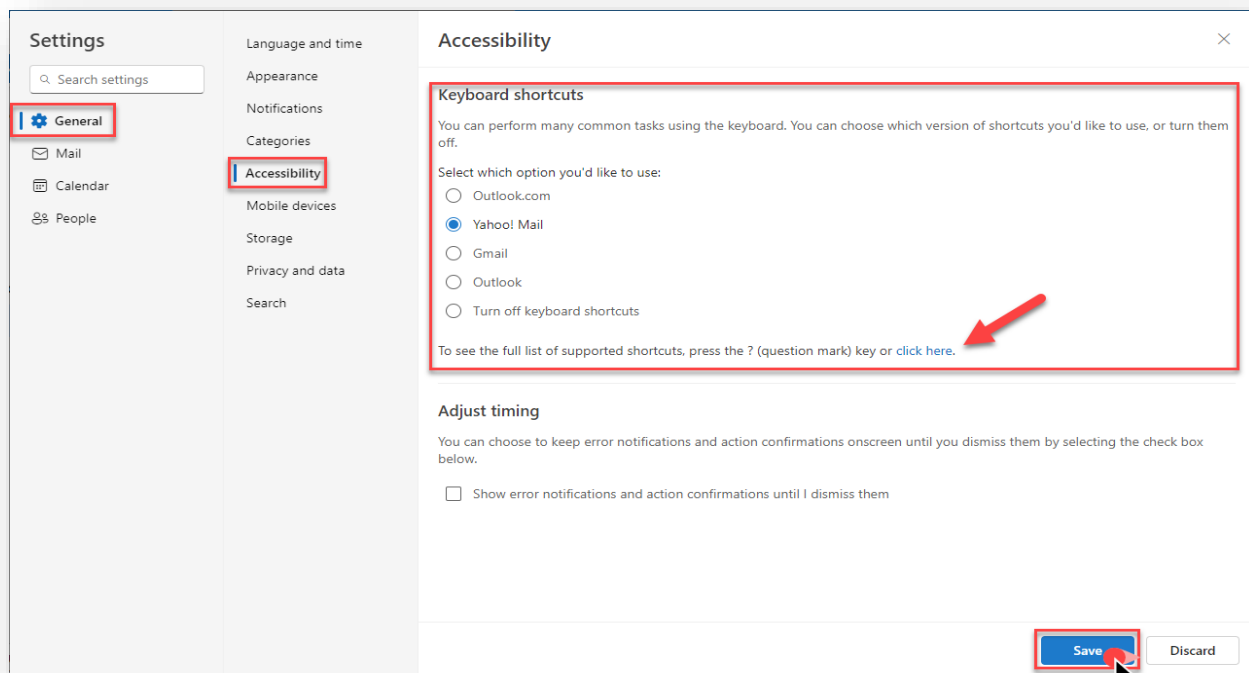
- The **Delete** option will always appear in your inbox view even if you do not select it.
- Updating your quick actions may also update the options that appear in your windows notification for incoming messages.
- You are not able to update Quick Actions for Non-Microsoft accounts.

Tip #2: Change Keyboard Shortcuts

If you already use keyboard shortcuts for Gmail, Yahoo!, or Classic Outlook, instead of learning another set of shortcuts, you can change your keyboard shortcuts in Outlook on the Web to match the ones you are already using.

Follow these steps:

1. Go to **Settings**.
2. Click **General**.
3. Select **Accessibility**.
4. On the **Accessibility** page, under **Keyboard Shortcuts** select the option you would like to use.
5. Click **Save**.
6. Close **Settings**.



If you are using **New Outlook**, your options are limited to [Outlook for Windows](#) and [Outlook on the Web](#).

Once you've selected which keyboard shortcuts you'd like to use, you can type the question mark or click to see the list of supported shortcuts. Some shortcuts are not exactly the same. For example, to go to the Mail view, the shortcut is **CTRL+SHIFT+1** instead of **CTRL+1**.

If you are interested in using keyboard shortcuts with other popular email clients, here are some references to investigate:

- Keyboard Shortcuts for Outlook
<https://support.microsoft.com/en-us/office/keyboard-shortcuts-for-outlook-3cdeb221-7ae5-4c1d-8c1d-9e63216c1efd>
- Keyboard Shortcuts for Gmail
<https://support.google.com/mail/answer/6594?hl=en&co=GENIE.Platform=Desktop>
- Keyboard Shortcuts for Yahoo!
[https://d.docs.live.net/291b8c551c3bf9c9/Rainwater Growth/BlogPosts/Keyboard Shortcuts for Yahoo](https://d.docs.live.net/291b8c551c3bf9c9/Rainwater%20Growth/BlogPosts/Keyboard%20Shortcuts%20for%20Yahoo)
- Keyboard Shortcuts in Mail on Mac
<https://support.apple.com/guide/mail/keyboard-shortcuts-mlhlb94f262b/mac>

Tip #3: Use Undo Send

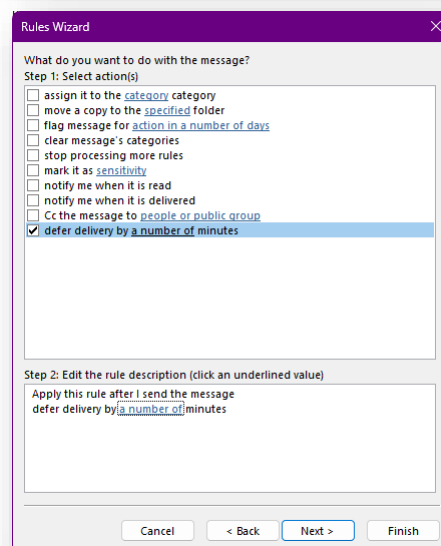
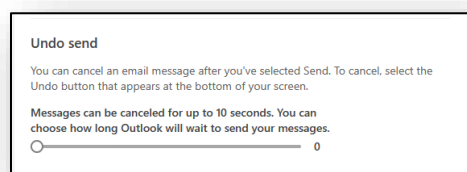
If you have ever hit send and immediately remembered something you forgot to add or saw an error, you can use the **Undo Send** feature to stop a message before it reaches its recipient.

Here's how:

1. Go to **Settings**
2. Go to **Mail**
3. Go to **Compose and Reply**
4. Scroll towards the bottom and update **Undo Send**.
5. Click **Save**.
6. Close **Settings**.

You can also find this feature in Gmail on the **General** tab of the full **Settings** menu. In Gmail, you have a cancellation period of up to 30 seconds.⁵

If you are in Classic Outlook, you can use the **Rules Wizard** to create a rule to defer delivery of all messages for the number of minutes that you specify.



Tip #4: Filter Calendar

If you have ever struggled to find an invitation sent by someone else or for a specific project, Outlook on the Web and New Outlook have a new feature to help you easily filter calendar events.

You can use **Filter Calendar** to easily filter your view **Category**, **Sender**, and **Recurrence**.

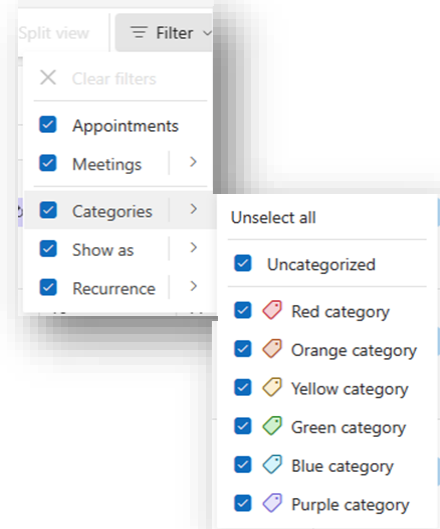
Here's how:

1. Go to **Filter** on the **Home** tab of the ribbon.
2. On the dropdown menu, use the checkboxes to select or deselect the items by which you would like to filter your results.

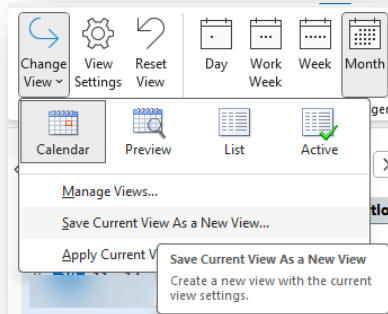
In Classic Outlook, with a few more steps you can accomplish something similar by using **Views**.

For example, to filter by category, you could follow these steps:

1. Go to the **View** tab.
2. Go to **View Settings**.
3. In the **Advanced View Settings: Calendar** dialog box that appears, select **Filter...**
4. Go to **More Choices** tab in the **Filter** dialog box.
5. Click **Categories** and select the categories you would like to filter for.
6. Click **OK** twice.



Repeat similar steps to create other types of filters based on your needs.



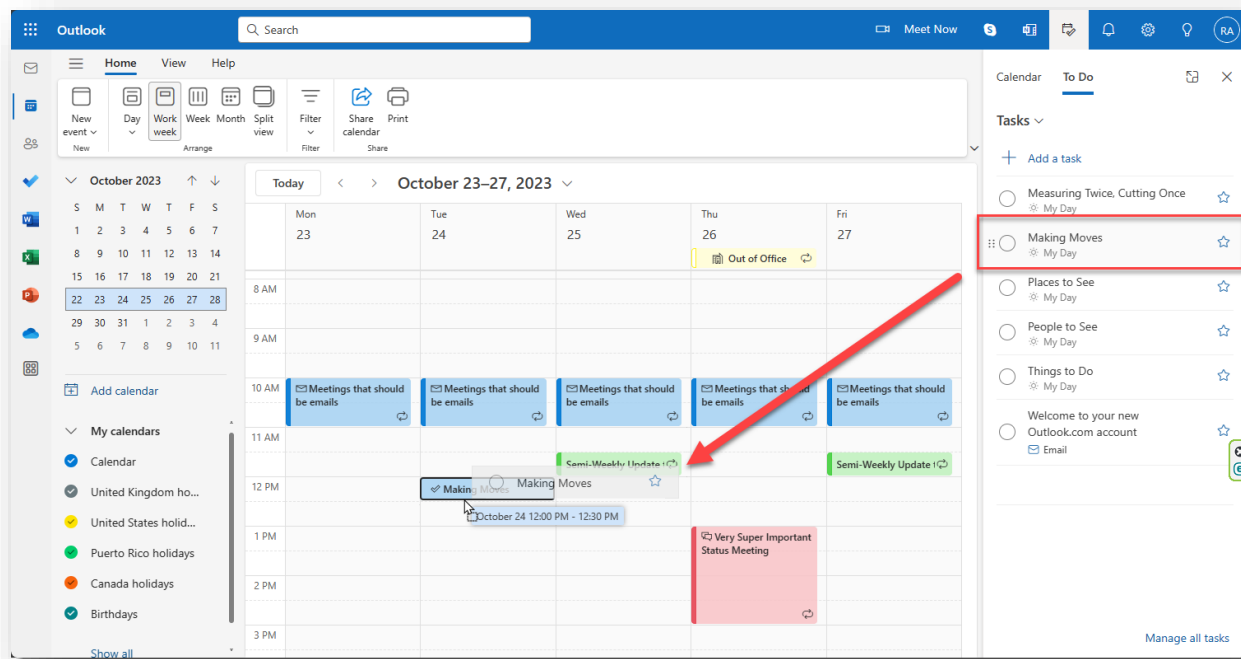
You can save the filter for easy reuse by using the **Save Current View As a New View...** option available from **Change View** button in the **Current View** group.

Tip #5: Quickly Schedule Tasks Using My Day

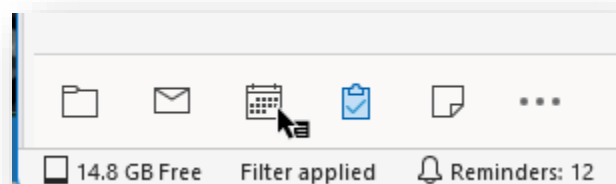
Add tasks directly to your calendar from the Tasks view of the **My Day** Task pane.

- Click and drag the Task to the day and time that you would like to block off your schedule.
- Once you have added the event, you can adjust it to reflect the time you need.

This feature works best on **Day** and **Week** views. If you use it on the **Month** view, the task will be added as an All-Day event.



If you are using Classic Outlook, you can achieve similar results when you drag Tasks to the Calendar icon on the folder pane in the lower left of your screen.



A new calendar item will appear with the contents of your task. You can then adjust the date and time.

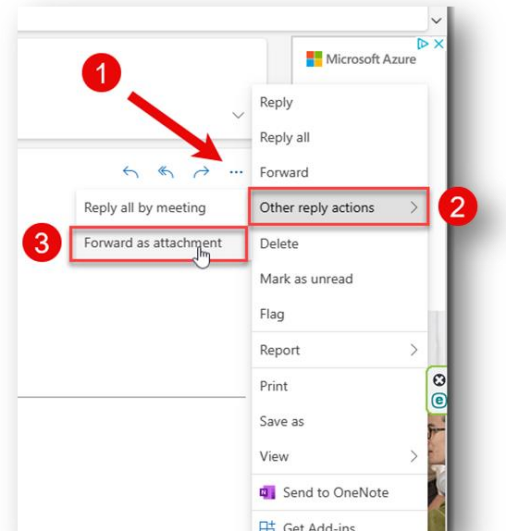
Tip #6: Forward Email as an Attachment

When forwarding a message to another recipient, you may want to send it as an attachment instead of inline text.

You can forward a message as an attachment by following these steps:

1. Click the ellipsis icon to get to **More Actions**.
2. Select **Other reply actions**.
3. Select **Forward as Attachment**.

You can now continue composing your message as planned.



Tip #7: Use the @ Symbol

When composing a message, use the @ symbol to mention contacts from your address book to quickly add them as addressees.

Tip #8: Pin Messages

When we are sorting messages, we can pin messages that require urgent action but cannot be resolved quickly.

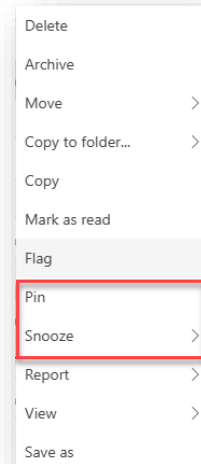
Here's a couple of ways to do it:

1. Select a message.
2. Select **Pin** from the **Tags** group of the **Home** tab of the Ribbon.

Tip #9: Use Snooze

The Snooze function in Outlook on the Web or Gmail⁶ can be used to defer messages for later action.

1. Select your message.
2. Select **Snooze** from the toolbar.
3. Select the time you want the message to reappear.



If you need to access a message before it makes its scheduled return to your inbox, snoozed messages can be found in the Scheduled folder in Outlook and the Snoozed Folder in Gmail.

For Classic Outlook and other clients without the Snooze or Pin features, you can create tasks or Flag the message for future reference.

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- **Flipboard:** <https://flipboard.com/@RainwaterGrowth>
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Additional References

¹ [Microsoft said to be testing an Outlook client for Windows RT](#)

² [Microsoft to replace its many mail variants with 'One Outlook'](#)

³ [Track actions in Journal](#)

⁴ [How to use the Eisenhower matrix to prioritize your work](#)

⁵ [Send or unsend Gmail messages](#)

⁶ [Snooze emails until later](#)