



Classic Outlook

Overlooked Features



Webinar Companion Handout

Highlights in the History of Outlook¹

Outlook was originally available as an add-on for Exchange mail.

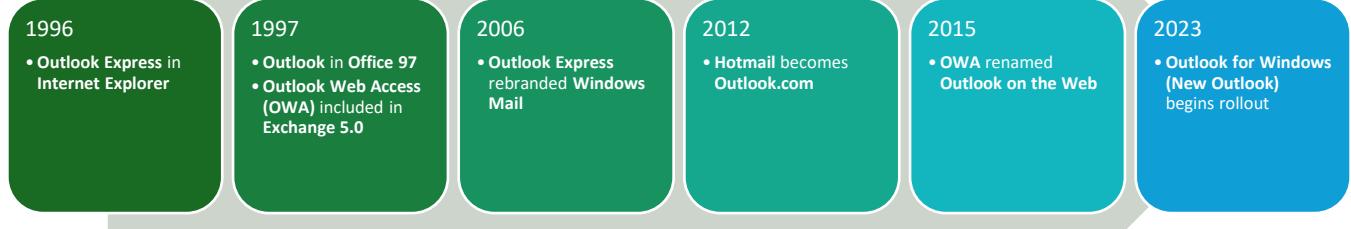
It was initially introduced to the public with **Office 97**.² Since then, Microsoft has continued to make updates to the software.

Here are some highlights:

- Although a different product, **Outlook Express** is usually considered a part of the Outlook family. It was included with Internet Explorer beginning in 1996.
- With the release of **Windows Vista** in 2006, the built-in mail client was rebranded as **Windows Mail**.³
- Microsoft's free webmail offering was rebranded **Outlook.com** in 2012.
- **Outlook on the Web** began its life as **Outlook Web Access (OWA)** with the release of **Exchange 5.0**. In **August 2015**, it was renamed Outlook on the Web.⁴
- In 2022, as a part of its One Outlook strategy, Microsoft began to preview a replacement for Windows Mail and Calendar apps known as **Microsoft Outlook for Windows** or new Outlook.⁵



[This Photo](#) by Unknown Author is licensed under [CC BY-SA](#)



The original desktop experience is now referred to as **Classic Outlook** and will also migrate to **New Outlook**. Microsoft expects to maintain support until 2029.

Notetaking in Classic Outlook

Classic Outlook provides several ways to help us keep track of all the things in our day.

Here are three often overlooked features:

- Journal
- Notes
- Posts



Journal

The Outlook Journal is a useful but often overlooked feature of Outlook. Although it no longer automatically tracks document interactions, it is still a great way to track calls, conversations, and actions that are not recorded elsewhere.

There is not a button in the Outlook Navigation Pane to take you directly to Journal Items.

You can access the Outlook Journal by using the keyboard shortcut **CTRL + 8**.⁶ If you prefer to use the mouse, go to the Folder Icon and select a **Journal** folder. You can also add it to your **Quick Access Toolbar**.

1. Click the **Home** tab, and in the **New** group, click **Journal Entry**.
2. In the **Subject** box, type a description.
3. In the **Entry type** box, click the type of journal entry.
 - There are 19 different choices, ranging from Conversation to Task Response.
4. Complete the any other relevant optional fields.
 - You can link a contact by accessing **Properties** using the **Backstage View**.
5. Click **Save & Close**.

Notes

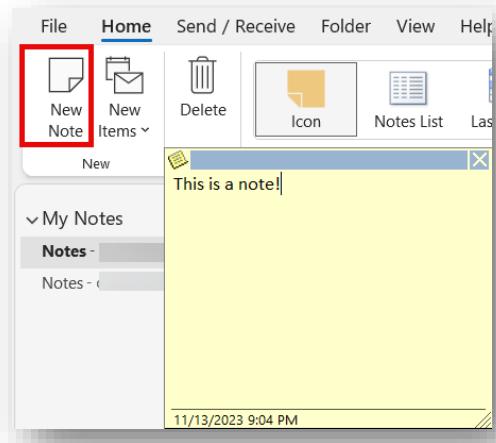
Notes are a quick and easy way to track information that you can't store anywhere else.

For example, you may want to jot down a name you want to remember or a link for later reference.

Here's how to create a new note:

1. Use the **Notes** shortcut in the **Navigation Pane** or type **CTRL + 5** to go to the Notes view.
2. Go to the **Home** tab.
3. Click **New Note**.

You can also use the keyboard shortcut **CTRL + SHIFT + N** to create a new note. When using this keyboard shortcut, it's important to make sure that the Outlook application is in focus.



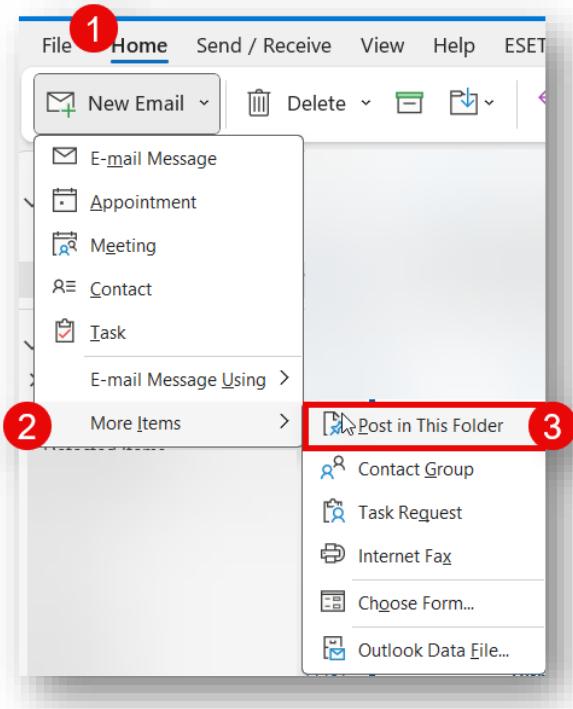
Unlike most other Outlook items, your subject line/title is created from the first line of your new note. The contents are automatically saved when you close the note.

Posts

Posts are another way to create an electronic note. Unlike Journal and Note entries, Posts live in mail folders. This is great when you want to make a note in your inbox but don't need to send an email.

1. In the mail view, go to the **Home** tab.
2. Click **New Items**, then expand **More Items**.
3. Select **Post in This Folder**.
4. Add a **Subject**.
5. Add additional details.
6. Click **Post** to save.

If you decide that you do need to share after you've saved the post or the post is in a shared mailbox, you have the option to **Post Reply**, **Reply**, and **Forward** the item.

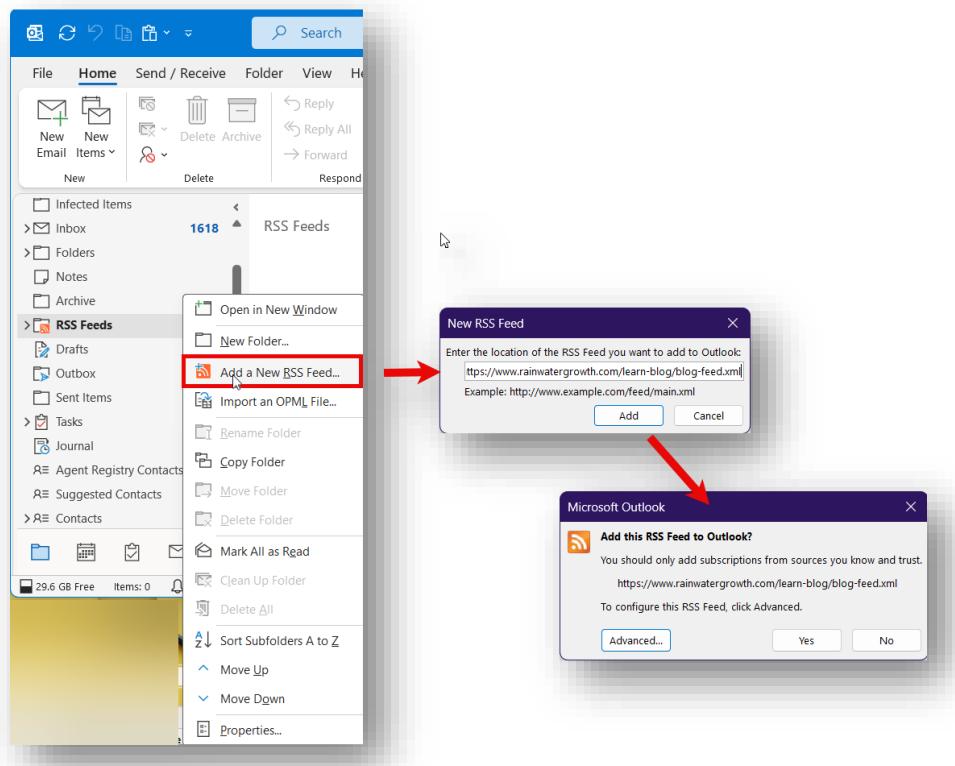


RSS Feeds

You can use the RSS feed feature to automatically receive alerts when an article is added to a site that you follow.

Here's how to add an RSS feed to Outlook:

1. On the **Folder View** of the **Folder Pane**, select the **RSS Feeds**, and right click.
2. Select **Add a New RSS Feed....**
3. In the **New RSS Feed** dialog box, that appears enter the location of the feed.
4. Click **OK**.
5. On the **Microsoft Outlook** dialog box that appears to confirm, click **Yes**.
6. The articles in your feed will be downloaded.



Search Folders

You can use Search folder to create a virtual folder with identified contents.

To create a New Search Folder:

1. Right click on **Search Folders**.
2. In the **New Search Folder** dialog box that appears, select the type of **Search Folder** you would like to create.

Note: There are 13 preconfigured search options in three categories:

- **Reading Mail**
 - Unread mail
 - Mail flagged for follow up
 - Mail either unread or flagged for follow up
 - Important mail
- **Mail from People and Lists**
 - Mail from and to specific people
 - Mail from specific people
 - Mail sent directly to me
 - Mail sent to public groups
- **Organizing Mail**
 - Categorized mail
 - Large mail
 - Old mail
 - Mail with attachments
 - Mail with specific words

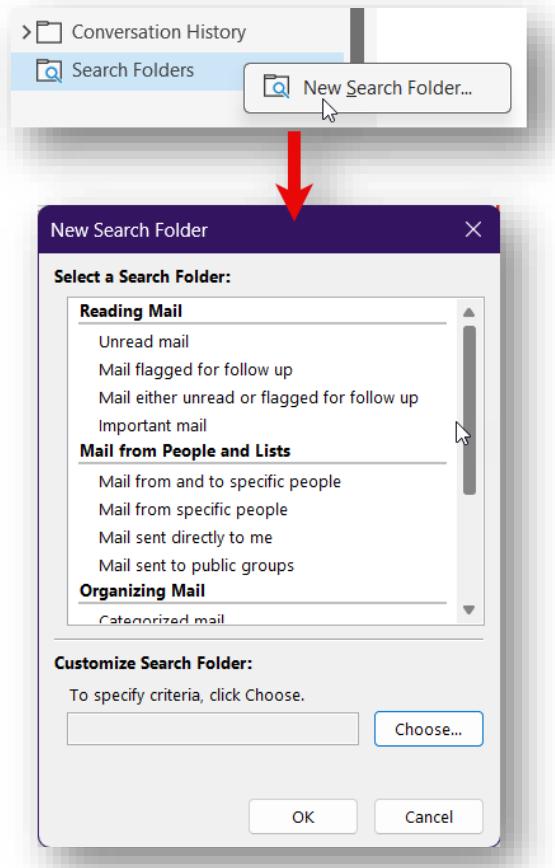
3. Click **OK**.

If none of the preconfigured search folders meet your needs, you can Create a custom Search Folder.

Custom Search Folders

To create a **Custom Search Folder**,

1. On the **New Search Folder** dialog box, select **Create a custom Search Folder**.
2. When the **Custom Search Folder** dialog box appears, enter a Name in the **Name** field.
3. Click **Criteria...**
4. This will open a **Search Folder Criteria** dialog box with many of the same options as using **Advanced Search** for messages.
5. Once all options are complete, Click **OK** three times until your new Search Folder is created.



Rainwater Growth, LLC

Rainwater Growth is your source for quality, affordable training, and research. Our mission is to provide free and low-cost training for individuals, small businesses, and non-profits.

Check out our website to read our blog to learn and explore sources of free and low-cost training, to invest in custom training, or to get a quote for technology research.

Website: <https://www.rainwatergrowth.com>

You can also join our **Meetup** group, [Workshops and Reading](#), to learn about upcoming free training courses from a variety of vendors.

On our **Eventbrite** and **Luma** pages, you can find out about our upcoming interactive live training classes.

- **Eventbrite:** <https://rainwatergrowth.eventbrite.com>
- **Luma:** <https://lu.ma/rainwatergrowth>

Finally, you can follow us on **Flipboard** or **LinkedIn** to catch-up on the latest tech news and tutorials.

- **Flipboard:** <https://flipboard.com/@RainwaterGrowth>
- **LinkedIn:** <https://www.linkedin.com/company/rainwater-growth-training-and-consulting/>



Additional References

¹ [Microsoft Outlook Guide: History, Origin, and More](#)

² [History of Microsoft Outlook](#)

³ [Outlook Express - Wikipedia](#)

⁴ [Outlook on the web - Wikipedia](#)

⁵ [Getting started with the new Outlook for Windows - Microsoft Support](#)

⁶ [Where is Journal?](#)