Effective Work
with Microsoft Outlook
eWay-Book

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Introduction

One of the key features of eWay-CRM is its implementation with the mail client Outlook by Microsoft. We have brought many tips for effective work with eWay-CRM accompanied by tutorial videos. But today we want to offer you something more complex.

We'd like to share our tips for effective work with Outlook with you!

Read how to use Outlook effectively and simply. Read the list of shortcuts and find out how Outlook can brighten both your workdays and free days!

Use shortcuts

If a shortcut requires pressing two or more keys at the same time, this topic separates the keys with a plus sign (+). If you have to press one key immediately after another, the keys are separated by a comma (,).

Frequently used shortcuts

To do this	Press
Close	Escape or Enter
Go to Home tab	Alt+H
New message	Ctrl+Shift+M
Send	Alt+S
Insert file	Alt+N, A, F
New task	Ctrl+Shift+K
Delete	Delete (when a message, task, or meeting is selected)
Search	Ctrl+E Alt+H, R, P
Reply	Alt+H, R, P
Forward	Alt+H, F, W
Reply All	Alt+H, R, A
Copy	Ctrl+C
Send/Receive	Alt+S, S
Go to calendar	Ctrl+2
Create appointment	Ctrl+Shift+A
Move to folder	Alt+H, M, V, select folder from list
Attachment SaveAs	Alt+JA, A, S

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Basic navigation

To do this	Press
Switch to Mail view	Ctrl+1
Switch to Calendar view	Ctrl+2
Switch to Contacts view	Ctrl+3
Switch to Tasks view	Ctrl+4
Switch to Notes	Ctrl+5
Switch to Folder list in the Folder pane	Ctrl+6
Switch to Shortcuts	Ctrl+7
Switch to next open message	Ctrl+Period
Switch to previous open message	Ctrl+Comma
Move between the Folder pane, the main Outlook window, the Reading pane, and the To-Do bar	Ctrl+Shift+Tab or Shift+Tab
Move between the Outlook window, the smaller panes in the Folder pane, the Reading pane, and the sections in the To-Do bar	The Tab key
Move between the Outlook window, the smaller panes in the Folder pane, the Reading pane, and the sections in the To-Do bar, and show the access keys in the Outlook ribbon	F6
Move around message header lines in the Folder pane or an open message	Ctrl+Tab
Move around within the Folder pane	Arrow keys
Go to a different folder	Ctrl+Y
Go to the Search box	F3 or Ctrl+E
In the Reading pane, go to the previous message	Alt+Up Arrow or Ctrl+Comma or Alt+Page Up
In the Reading pane, page down through text	Spacebar
In the Reading pane, page up through text	Shift+Spacebar
Collapse or expand a group in the e-mail message list	The Left Arrow key or the Right Arrow key, respectively
Go back to previous view in the main Outlook window	Alt+B or Alt+Left Arrow
Go forward to next view in the main Outlook window	Alt+Right Arrow
Select the InfoBar and, if available, show the menu of commands	Ctrl+Shift+W

Search

To do this	Press
Find a message or other item	Ctrl+E

To do this	Press
Clear the search results	Esc
Expand the search to include All Mail Items, All Calendar Items, or All Contact Items, depending on the module you are in	Ctrl+Alt+A
Use Advanced Find	Ctrl+Shift+F
Create a Search folder	Ctrl+Shift+P
Search for text within an open item	F4
Find and replace text, symbols, or some formatting commands when in the Reading pane or in an open item	Ctrl+H
Expand search to include items from the current folder	Ctrl+Alt+K
Expand search to include subfolders Ctrl+Alt+Z Flags	Ctrl+Alt+Z

Flags

To do this	Press
Open the Flag for Follow Up dialog box to assign a flag	Ctrl+Shift+G

Color categories

To do this	Press
Delete the selected category from the list in the Color categories dialog box	Alt+D

Create an item or file

To do this	Press
Create an appointment	Ctrl+Shift+A
Create a contact	Ctrl+Shift+C
Create a contact group	Ctrl+Shift+L
Create a fax	Ctrl+Shift+X
Create a folder	Ctrl+Shift+E
Create a meeting request	Ctrl+Shift+Q
Create a message	Ctrl+Shift+M
Create a note	Ctrl+Shift+N
Create an Office document	Ctrl+Shift+H
Post to the selected folder	Ctrl+Shift+S
Post a reply in the selected folder	Ctrl+T
Create a Search folder	Ctrl+Shift+P

To do this	Press
Create a task	Ctrl+Shift+K

Commands in most views

To do this	Press
Save (except in Tasks view)	Ctrl+S or Shift+F12
Save and close (except in Mail view)	Alt+S
Save as (only in Mail view)	F12
Undo	Ctrl+Z or Alt+Backspace
Delete an item	Ctrl+D
Print	Ctrl+P
Copy an item	Ctrl+Shift+Y
Move an item	Ctrl+Shift+V
Check names	Ctrl+K
Check spelling	F7
Flag for follow-up	Ctrl+Shift+G
Forward	Ctrl+F
Send or post or invite all	Alt+S
Enable editing in a field, in all views except Mail or Icon	F2
Left align text	Ctrl+L
Center text	Ctrl+E
Right align text	Ctrl+R

Mail

To do this	Press
Switch to Inbox	Ctrl+Shift+I
Switch to Outbox	Ctrl+Shift+O
Check names	Ctrl+K
Send	Alt+S
Reply to a message	Ctrl+R

To do this	Press
Reply All to a message	Ctrl+Shift+R
Reply with meeting request	Ctrl+Alt+R
Forward a message	Ctrl+F
Mark a message as not junk	Ctrl+Alt+J
Display blocked external content (in a message)	Ctrl+Shift+I
Post to a folder	Ctrl+Shift+S
Apply Normal style	Ctrl+Shift+N
Check for new messages	Ctrl+M or F9
Go to the previous message	The Up Arrow key
Go to the next message	The Down Arrow key
Create a message (when in Mail view)	Ctrl+N
Create a message (from any Outlook view)	Ctrl+Shift+M
Open a received message	Ctrl+O
Delete and ignore a conversation	Ctrl+Shift+D
Open the Address Book	Ctrl+Shift+B
Add a Quick flag to an unopened message	Insert
Display the Flag for follow up dialog box	Ctrl+Shift+G
Mark as read	Ctrl+Q
Mark as unread	Ctrl+U
Open the MailTip in the selected message	Ctrl+Shift+W
Find or replace	F4
Find next	Shift+F4
Send	Ctrl+Enter
Print	Ctrl+P
Forward	Ctrl+F
Forward as attachment	Ctrl+Alt+F
Show the properties for the selected item	Alt+Enter
Mark for download	Ctrl+Alt+M
Check Mark for download status	Ctrl+Alt+U

To do this	Press
Display Send/Receive progress	Ctrl+B (when a Send/Receive is in progress)

Calendar

To do this	Press
Create an appointment (when in the Calendar view)	Ctrl+N
Create an appointment (in any Outlook view)	Ctrl+Shift+A
Create a meeting request	Ctrl+Shift+Q
Show one day in the calendar	Alt+1
Show two days in the calendar	Alt+2
Show three days in the calendar	Alt+3
Show four days in the calendar	Alt+4
Show five days in the calendar	Alt+5
Show six days in the calendar	Alt+6
Show seven days in the calendar	Alt+7
Show eight days in the calendar	Alt+8
Show nine days in the calendar	Alt+9
Show 10 days in the calendar	Alt+0
Go to a date	Ctrl+G
Switch to Month view	Alt+Equal or Ctrl+Alt+4
Go to the next day	Ctrl+Right Arrow
Go to the next week	Alt+Down Arrow
Go to the next month	Alt+Page Down
Go to the previous day	Ctrl+Left Arrow
Go to the previous week	Alt+Up Arrow
Go to the previous month	Alt+Page Up
Go to the start of the week	Alt+Home
Go to the end of the week	Alt+End
Switch to Full Week view	Alt+Minus Sign or Ctrl+Alt+3
Switch to Work Week view	Ctrl+Alt+2

To do this	Press
Go to previous appointment	Ctrl+Comma or Ctrl+Shift+Comma
Go to next appointment	Ctrl+Period or Ctrl+Shift+Period
Set up recurrence for an open appointment or meeting	Ctrl+G

People

To do this	Press
Dial a new call	Ctrl+Shift+D
Find a contact or other item (Search)	F3 or Ctrl+E
Enter a name in the Search Address Books box	F11
In Table or List view of contacts, go to the first contact that starts with a specific letter	Shift+letter
Select all contacts	Ctrl+A
Create a message with selected contact as subject	Ctrl+F
Create a contact (when in Contacts)	Ctrl+N
Create a contact (from any Outlook view)	Ctrl+Shift+C
Open a contact form for the selected contact	Ctrl+O
Create a contact group	Ctrl+Shift+L
Print	Ctrl+P
Update a list of contact group members	F5
Go to a different folder	Ctrl+Y
Open the Address Book	Ctrl+Shift+B
Use Advanced Find	Ctrl+Shift+F
In an open contact, open the next contact listed	Ctrl+Shift+Period
Find a contact	F11
Close a contact	ESC
Send a fax to the selected contact	Ctrl+Shift+X
Open the Check Address dialog box	Alt+D
In a contact form, under Internet, display the E-mail 1 information	Alt+Shift+1
In a contact form, under Internet, display the E-mail 2 information	Alt+Shift+2
In a contact form, under Internet, display the E-mail 3 information	Alt+Shift+3

People: in the Electronic Business Cards dialog box

To do this	Press
Open the Add list	Alt+A
Select text in the Label box when the field with a label assigned is selected	Alt+B
Open the Add Card Picture dialog box	Alt+C
Place cursor at beginning of the Edit box	Alt+E
Select the Fields box	Alt+F
Select the Image Align drop-down box	Alt+G
Select the color palette for the background	Alt+K, Enter
Select the Layout drop-down box	Alt+L
Remove a selected field from the Fields box	Alt+R

Tasks

To do this	Press
Accept a task request	Ctrl+C
Decline a task request	Ctrl+D
Find a task or other item	Ctrl+E
Open the Go to Folder dialog box	Ctrl+Y
Create a task when in Tasks view	Ctrl+N
Create a task from any Outlook view	Ctrl+Shift+K
Open selected item	Ctrl+O
Print selected item	Ctrl+P
Select all items	Ctrl+A
Delete selected item	Ctrl+D
Forward a task as an attachment	Ctrl+F
Create a task request	Ctrl+Shift+Alt+U
Switch between the Folder pane, Tasks list, and To-Do bar	Tab or Shift+Tab
Undo last action	Ctrl+Z
Flag an item or mark complete	Insert

Format text

To do this	Press
Display the Format menu	Alt+O

To do this	Press
Display the Font dialog box	Ctrl+Shift+P
Switch case (with text selected)	Shift+F3
Format letters as small capitals	Ctrl+Shift+K
Make letters bold	Ctrl+B
Add bullets	Ctrl+Shift+L
Make letters italic	Ctrl+I
Increase indent	Ctrl+T
Decrease indent	Ctrl+Shift+T
Left align	Ctrl+L
Center	Ctrl+E
Underline	Ctrl+U
Increase font size	Ctrl+Right bracket or Ctrl+Shift+Greater-than sign
Decrease font size	Ctrl+Left bracket or Ctrl+Shift+Less-than sign
Cut	Ctrl+X or Shift+Delete
Copy	Ctrl+C
Paste	Ctrl+V or Shift+Insert
Clear formatting	Ctrl+Shift+Z or Ctrl+Spacebar
Delete the next word	Ctrl+Shift+H
Justify text (Stretch a paragraph to fit between the margins}	Ctrl+Shift+J
Apply styles	Ctrl+Shift+S
Create a hanging indent	Ctrl+T
Insert a hyperlink	Ctrl+K
Left align a paragraph	Ctrl+L
Right-align a paragraph	Ctrl+R
Reduce a hanging indent	Ctrl+Shift+T
Remove paragraph formatting	Ctrl+Q

Add web information to items

To do this	Press
Insert or edit a hyperlink in the body of an item	Ctrl+K

Printing

To do this	Press
Open the Print tab in Backstage view	Alt+F, P
Print an item from an open window	Alt+F, P, F, and then 1
Open the Page Setup dialog box from Print view	Alt+S or Alt+U
Select a printer from Print view	Alt+F, P, and then I
Open the Print Options dialog box	Alt+F, P, and then R

Send/Receive

To do this	Press
Start a send/receive for all defined Send/Receive groups with Include this group in Send/Receive (F9) selected. This can include headers, full items, specified folders, items less than a specific size, or any combination that you define	F9
Start a send/receive for the current folder, retrieving full items (header, item, and any attachments)	Shift+F9
Start a send/receive	Ctrl+M
Define Send/Receive groups	Ctrl+Alt+S

Visual Basic Editor

To do this	Press
Open Visual Basic Editor	Alt+F11

Macros

To do this	Press
Play macro	Alt+F8

Forms

To do this	Press
Create an InfoPath form	Place the focus on an InfoPath folder, and then press Ctrl+N
Close an InfoPath form	Ctrl+Shift+Alt+T

Views: Table view

To do this	Press
Go to the item at the bottom of the screen	Page Down
Go to the item at the top of the screen	Page Up

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To do this	Press
Extend or reduce the selected items by one item	Shift+Up Arrow or Shift+Down Arrow
Go to the next or previous item without extending the selection	Ctrl+Up Arrow or Ctrl+Down Arrow
Select or cancel selection of the active item	Ctrl+Spacebar

Views: With a group selected

To do this	Press
Expand a single selected group	The Right Arrow key
Collapse a single selected group	The Left Arrow key
Select the previous group	The Up Arrow key
Select the next group	The Down Arrow key
Select the first group	Home
Select the last group	End
Select the first item on screen in an expanded group or the first item off screen to the right	The Right Arrow key

Views: Calendar day/week/month view

To do this	Press
View from one through nine days	Alt+key for number of days
View 10 days	Alt+0 (zero)
Switch to Week view	Alt+Minus sign
Switch to Month view	Alt+Equal sign
Move between Calendar view, TaskPad, and the Folder list	Ctrl+Tab or F6
Select the previous appointment	Shift+Tab
Go to the previous day	The Left Arrow key
Go to the next day	The Right Arrow key
Go to the same day in the next week	Alt+Down Arrow
Go to the same day in the previous week	Alt+Up Arrow

Views: Single day view

To do this	Press
Select the time that begins your work day	Home
Select the time that ends your work day	End
Select the previous block of time	The Up Arrow key
Select the next block of time	The Down Arrow key

To do this	Press
Select the block of time at the top of the screen	Page Up
Select the block of time at the bottom of the screen	Page Down
Extend or reduce the selected time	Shift+Up Arrow or Shift+Down Arrow, respectively
Move an appointment up or down	With the cursor in the appointment, press Alt+Up Arrow or Alt+Down Arrow, respectively
Change an appointment's start or end time	With the cursor in the appointment, press Alt+Shift+Up Arrow or Alt+Shift+Down Arrow, respectively
Move selected item to the same day in the next week	Alt+Down Arrow
Move selected item to the same day in the previous week	Alt+Up Arrow

Views: Week view

To do this	Press
Go to the start of work hours for the selected day	Home
Go to the end of work hours for the selected day	End
Go up one page view in the selected day	Page Up
Go down one page view in the selected day	Page Down
Change the duration of the selected block of time	Shift+Left Arrow, Shift+Right Arrow, Shift+Up Arrow, or Shift+Down Arrow; or Shift+Home or Shift+End

Views: Month view

To do this	Press
Go to the first day of the week	Home
Go to the same day of the week in the previous page	Page Up
Go to the same day of the week in the next page	Page Down

Date Navigator

To do this	Press
Go to the first day of the current week	Alt+Home
Go to the last day of the current week	Alt+End
Go to the same day in the previous week	Alt+Up Arrow
Go to the same day in the next week	Alt+Down Arrow

Business cards or Address view

To do this	Press
Select a specific card in the list	Type one or more letters of the name that the card is filed under, or type the name of the field you are sorting by

To do this	Press
Select the previous card	The Up Arrow key
Select the next card	The Down Arrow key
Select the first card in the list	Home
Select the last card in the list	End
Select the first card on the current page	Page Up
Select the first card on the next page	Page Down
Select the closest card in the next column	The Right Arrow key
Select the closest card in the previous column	The Left Arrow key
Select or cancel selection of the active card	Ctrl+Spacebar
Extend the selection to the previous card and cancel selection of cards after the starting point	Shift+Up Arrow
Extend the selection to the next card and cancel selection of cards before the starting point	Shift+Down Arrow
Extend the selection to the previous card, regardless of the starting point	Ctrl+Shift+Up Arrow
Extend the selection to the next card, regardless of the starting point	Ctrl+Shift+Down Arrow
Extend the selection to the first card in the list	Shift+Home
Extend the selection to the last card in the list	Shift+End
Extend the selection to the first card on the previous page	Shift+Page Up
Extend the selection to the last card on the last page	Shift+Page Down

Business cards: Move between fields in an open card

To do this	Press
Move to the next field and control	The Tab key
Move to the previous field and control	Shift+Tab
Close the active card	Enter or Escape

Business cards: Move between characters in a field

To do this	Press
Add a line in a multiline field	Enter
Move to the beginning of a line	Home
Move to the end of a line	End
Move to the beginning of a multiline field	Page Up

To do this	Press
Move to the end of a multiline field	Page Down
Move to the previous line in a multiline field	The Up Arrow key
Move to the next line in a multiline field	The Down Arrow key
Move to the previous character in a field	The Left Arrow key
Move to the next character in a field	The Right Arrow key

Timeline view (Tasks): When an item is selected

To do this	Press
Select the previous item	The Left Arrow key
Select the next item	The Right Arrow key
Select multiple adjacent items	Shift+Left Arrow or Shift+Right Arrow
Select multiple nonadjacent items	Ctrl+Left Arrow+Spacebar or Ctrl+Right Arrow+Spacebar
Open the selected items	Enter
Select the first item on the timeline (if items are not grouped) or the first item in the group	Home
Select the last item on the timeline (if items are not grouped) or the last item in the group	End
Display (without selecting) the first item on the timeline (if items are not grouped) or the first item in the group	Ctrl+Home
Display (without selecting) the last item on the timeline (if items are not grouped) or the last item in the group	Ctrl+End

Timeline view (Tasks): When a group is selected

To do this	Press
Expand the group	Enter or Right Arrow
Collapse the group	Enter or Left Arrow
Select the previous group	The Up Arrow key
Select the next group	The Down Arrow key
Select the first group on the timeline	Home
Select the last group on the timeline	End
Select the first item on screen in an expanded group or the first item off screen to the right	The Right Arrow key

**Timeline view (Tasks): When a unit of time on the time scale for days is selected**

| To do this	Press
Move back in increments of time that are the same as those shown on the time scale	The Left Arrow key
Move forward in increments of time that are the same as those shown on the time scale	The Right Arrow key
Switch between active view, the To-Do bar, Search, and back to active view	The Tab key and Shift+Tab

Set up your Out of Office

Are you going skiing this year? Or do you have other holiday in mind? You would not believe how many users still struggle with setting up automatic "Out of Office" replies in Microsoft Outlook. Meanwhile, everybody got used to instant messaging, working on the go and being available 24/7. If you plan to be away and not available, you need to let people know – otherwise they will get angry and you may lose valuable clients.

We suggest referring to your colleague or anyone they can turn to instead. Out of Office feature comes in handy in the event of business travel or illness too. Here is how it works.

1. Go to File > Info (or Tools in Outlook 2003/2007) and click Automatic Replies.
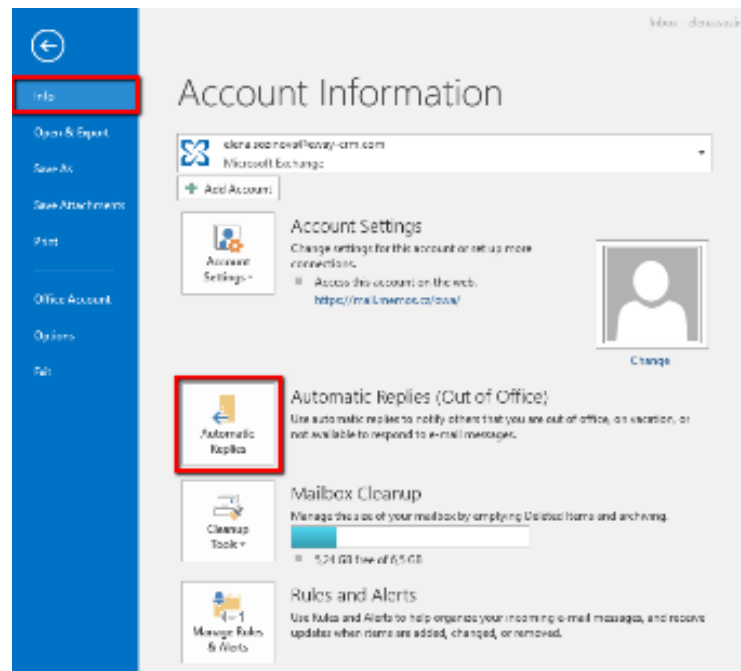
2. In the new window, type in your message and specify a time range for the message to be sent in.
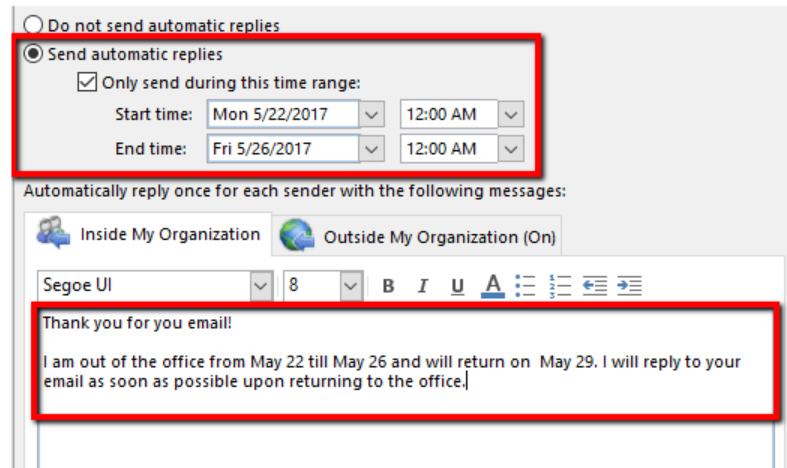
3. You may also want to send different messages to your colleagues and outside of your company.

By clicking Rules in the bottom left corner of the dialogue and selecting Add Rule button you can set additional parameters for your automatic replies.

Use notifications only for important e-mails

Notifications that pop up all the time are more irritating than practical. If you don't want to miss important e-mails, you can switch off all universal notifications through settings in File > Rules and notifications. Then you can create a new rule to display only e-mails from chosen contacts.

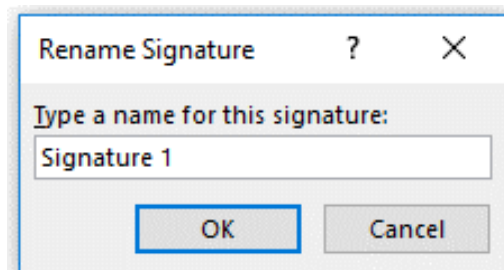## Create your e-mail signature in Outlook.

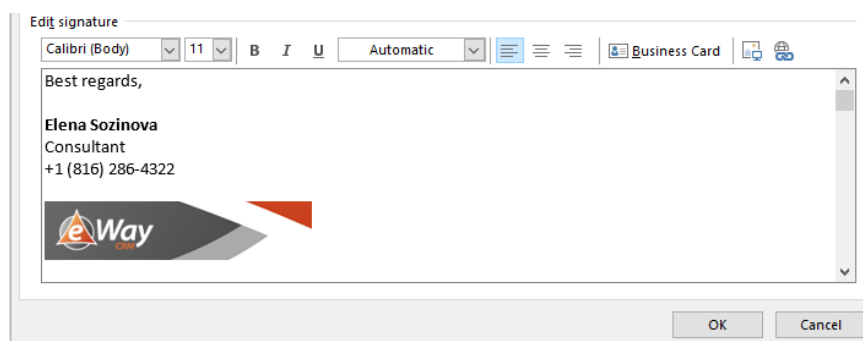Open a new e-mail in your Outlook and select Signature in the ribbon.
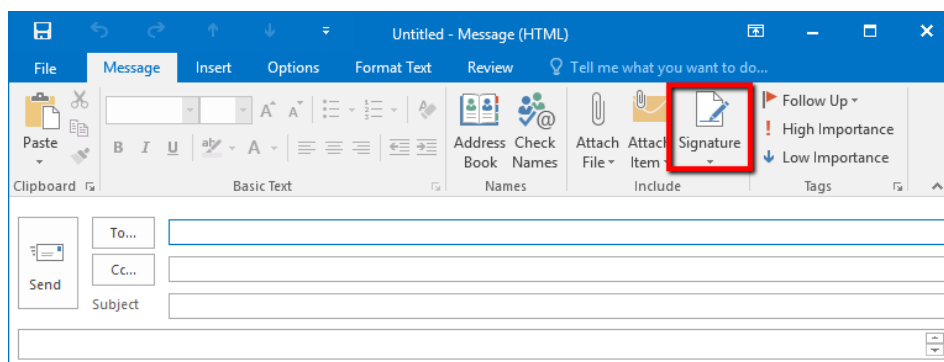
1. In the pop-up window click on the New button.
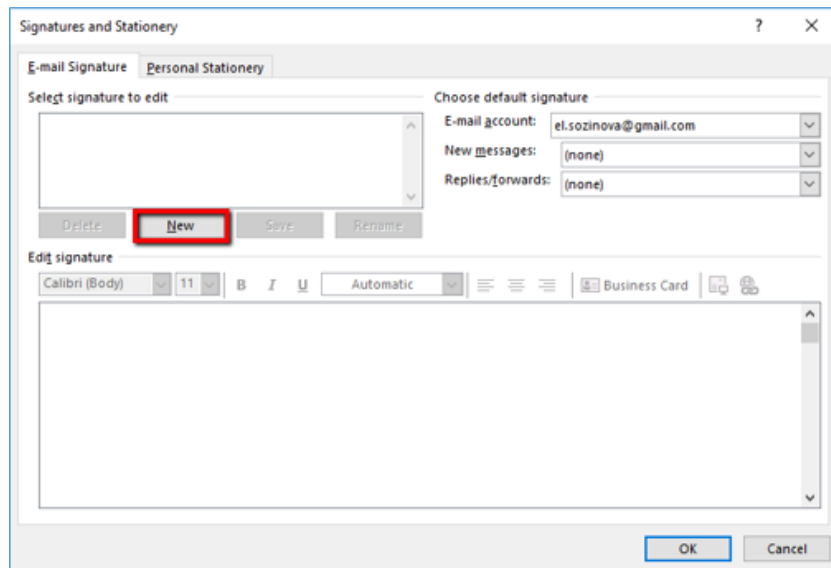
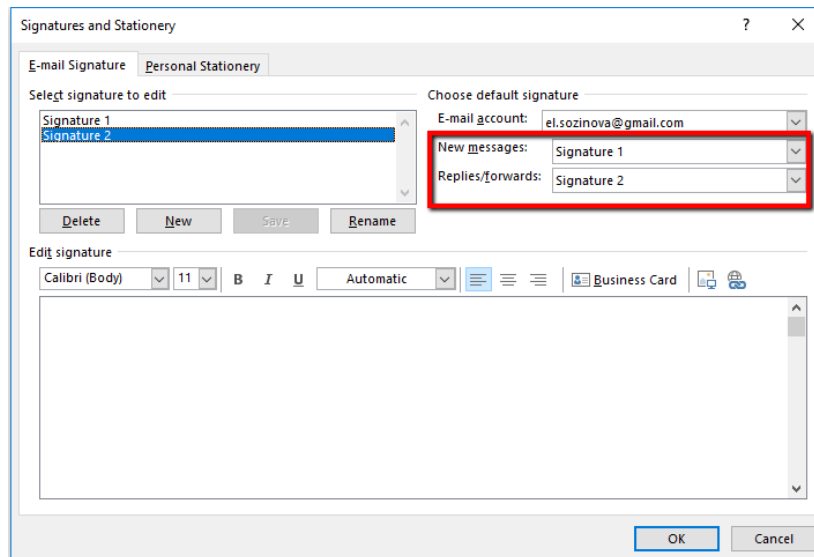2. Name the signature (e.g. Signature 1) and click OK.

3. Create your signature in the editor box, just like in the picture below.

4. If you need specific signatures for different occasions, create more using the New button.

5. Assign signatures to new messages and to replies/forwards from you.

Did you know that this feature can be used for canned responses as well? Create e-mail templates and use them to follow up or to reply to frequently asked questions.

Just save messages as "signatures" in advance and select them from the menu by clicking the Signature button.
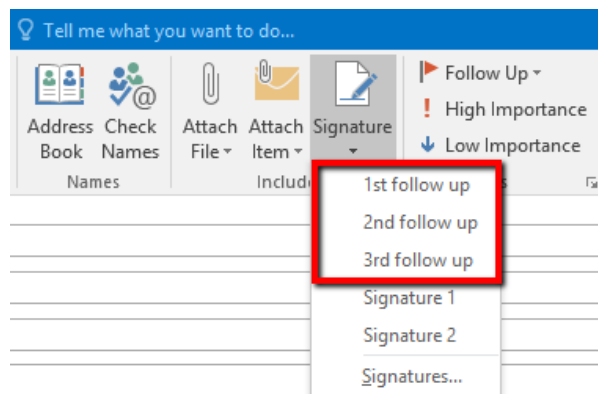
Use e-mail templates and QuickParts function

If you use the same wording often, consider saving a draft through File > Save As… > Outlook template. What's more, you can use Quick Parts function (Insert > Quick Parts), through which you can save parts of your text for insertion into the e-mail body. Besides saving your time, it prevents you from making the same errors when writing the same text over and over again.

Create a new item through text in clipboard

You can copy any text into the clipboard and in Outlook press Ctrl + V. Outlook will create a new e-mail (note or any other item depending on which directory you are in) titled in the same way as copied text. It is much shorter than creating a new item and copying the text after.

Set up time of sending your e-mails

You can delay the delivery of an individual e-mail message or you can use rules to delay the delivery of all messages by having them held in the Outbox for a specified time after you click Send.

Delay the delivery of a message

1. While composing a message, select the More options arrow from the Tags group in the Ribbon.
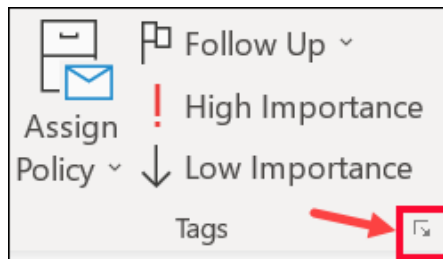
2. Under Delivery options, select the Do not deliver before check box, and then click the delivery date and time you want.
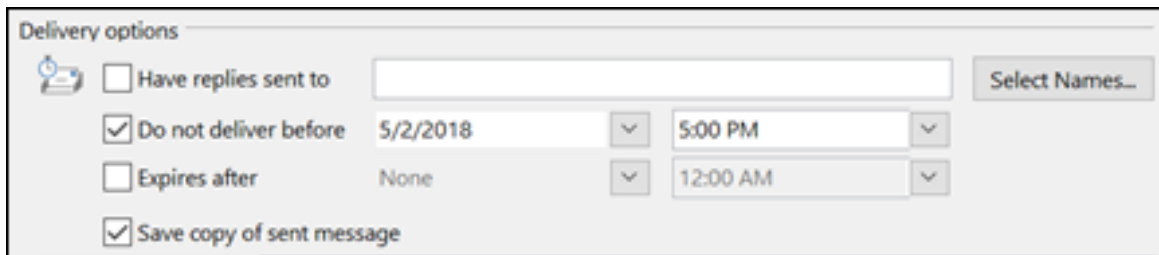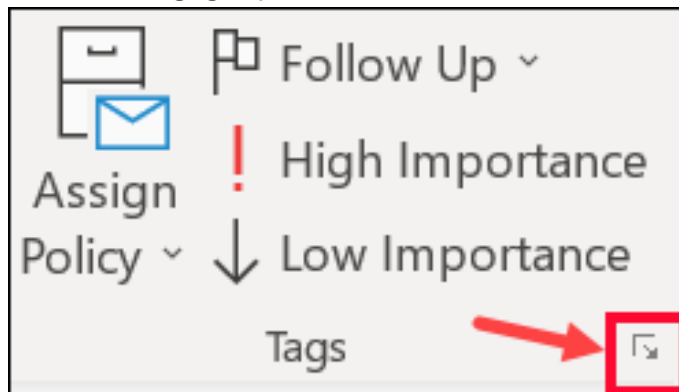

3. Click Close.
4. When you're done composing your e-mail, click Send.

After you click Send, the message remains in the Outbox folder until the delivery time.

If you decide later that you want to send the message immediately, do the following:

1. Switch to the Outbox folder.
2. Open the delayed message.
3. Select the More options arrow from the Tags group in the Ribbon.

4. Under Delivery options, clear the Do not deliver before check box.
5. Click Close.
6. Click Send.

Delay the delivery of all messages

You can delay the delivery of all messages by up to two hours by creating a rule.

1. Click File.
2. Click Manage Rules & Alerts.
3. Click New Rule.
4. In the Step 1: Select a template box, under Start from a Blank Rule, click Apply rule on messages I send, and then click Next.
5. In the Step 1: Select condition(s) list, select the check boxes for any options that you want, and then click Next.
6. If you do not select any check boxes, a confirmation dialog box appears. If you click Yes, the rule that you are creating is applied to all messages that you send.
7. In the Step 1: Select action(s) list, select the defer delivery by a number of minutes check box.
8. In the Step 2: Edit the rule description (click an underlined value) box, click the underlined phrase a number of and enter the number of minutes for which you want the messages to be held before it is sent.

Delivery can be delayed up to 120 minutes.

1. Click OK, and then click Next.
2. Select the check boxes for any exceptions that you want.
3. Click Next.
4. In the Step 1: Specify a name for this rule box, type a name for the rule.
5. Select the Turn on this rule check box.
6. Click Finish.

After you click Send, each message remains in the Outbox folder for the time that you specified.

Use Quick Steps

Quick Steps apply multiple actions at the same time to e-mail messages. This helps you quickly manage your mailbox. For example, if you frequently move messages to a specific folder, you can use a Quick Step to move the message in one click. Or, if you forward messages to your manager or peers, a one-click Quick Step can simplify the task.

The Quick Steps included with Outlook can be customized. You can also create your own to make a Quick Steps gallery of mail actions that you take most often.

Quick Steps cannot be undone using a menu command or with a keyboard shortcut like Ctrl+Z. This is because Quick Steps can contain actions such as Permanently Delete that are not able to be undone.

Default Quick Steps

You can customize any of the default Quick Steps. When you use some Quick Steps for the first time, you are prompted to configure them. For example, if you want a Quick Step to move messages to a certain folder, you must specify the folder before you can use the Quick Step.

Default Quick Steps in Outlook include the following:

Quick Step	Action
Move to	Moves the selected message to a mail folder that you specify and marks the message as read.
To Manager	Forwards the message to your manager.
Team E-mail	Forwards the message to others in your team.
Done	Moves the message to a specified mail folder, marks the message complete, and then marks it as read.
Reply & Delete	Opens a reply to the selected message, and then deletes the original message.
Create New	Create your own Quick Step to execute any sequence of commands, name it, and then apply an icon to help you identify it.

To configure or change existing Quick Steps, do the following:

1. In Mail, select Home.
2. In the Quick Steps group, select the More arrow at the side of the Quick Steps box to open Manage Quick Steps.
3. In the Quick Step box, select the Quick Step that you want to change, and then select Edit.
4. Under Actions, change or add the actions that you want this Quick Step to do.
5. If you want, in the Shortcut key box, select a keyboard shortcut that you want to assign to that Quick Step.
6. If you want to change the icon for a Quick Step, select the icon next to the Name box, select an icon, and then select OK.

Create a Quick Step

1. In Mail, select Home.
2. In the Quick Steps group, in the Quick Steps gallery, select the Create New Quick Step.
3. In the Name box, type a name for the new Quick Step.
4. Select the icon button next to the Name box, select an icon, and then select OK.
5. Under Actions, choose an action that you want the Quick Step to do. Select Add Action for any additional actions.
6. To create a keyboard shortcut, in the Shortcut key box, select the keyboard shortcut that you want to assign.

Note:
New Quick Steps appear at the top of the gallery on the Home tab in the Quick Steps group. Although changed Quick Steps keep the same location in the gallery, you can rearrange them in Manage Quick Steps.

Flag more e-mails in one step

Flag your messages in a fast way. If you select one or more messages you can hit insert key to flag them or mark them as read.

Make your search easier

You can create extra search folders for most frequently accessed e-mails, be it e-mails from your management or a chosen company. And you can save any item you search often for quick access. All you have to do is Click on Search Folders in the left navigation menu, then select New Search Folder and customize the search.

## Do people forget to reply to your e-mails? Set a reminder!

Sometimes you need a quick reply in order to schedule an appointment, book a conference room or simply to proceed with your current project. But our mailboxes are getting over-filled and people often lose track of your message. How to avoid embarrassing reminders via e-mail and begging for attention?

Microsoft Outlook offers a specific feature for this purpose – a set of reminders that will remind the recipient (or even yourself) in a specified time and make sure that nobody forgets again.
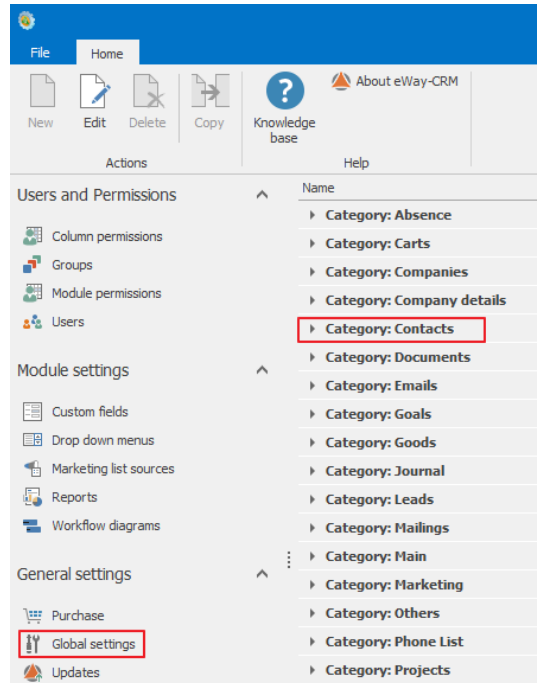
1. In your new message window, click on the red flag icon labeled as Follow Up.
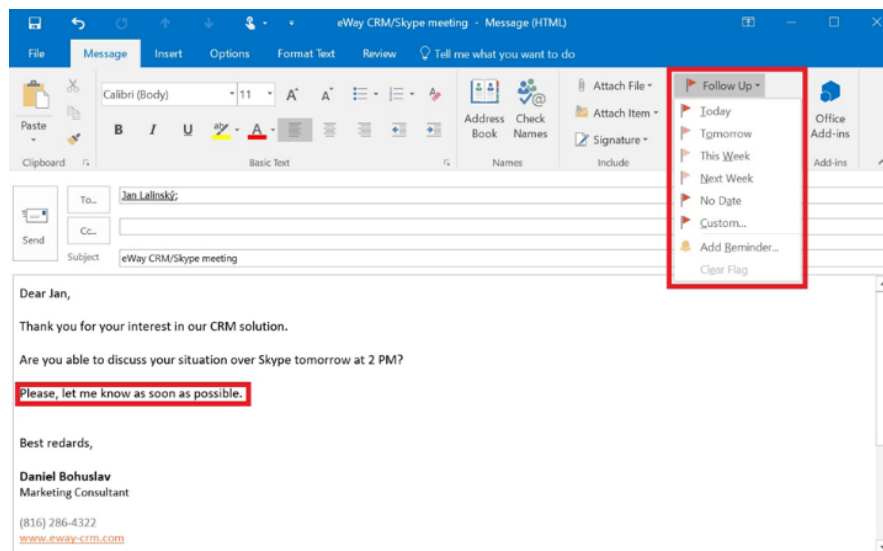
2. Select Add Reminder in the drop down menu...
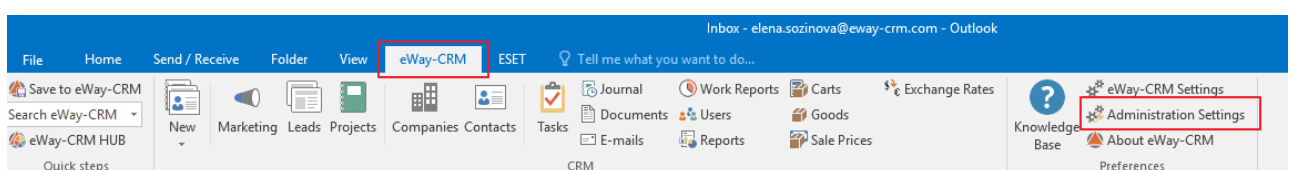
3. Custom screen allows you to choose if you want to set a reminder for yourself or for the recipient. Simply pick Flag for Me and/or Flag for Recipients and set up a reminder bellow..


This creates a new item in everyone's Tasks List, with a reminder popping up at appropriate time. Done! It will be easier for you to remember the deadline and Outlook will remind others to respond.

How to surprise your coworkers with e-mails

There are times when yesterday was already too late. Other times though, it may be useful to delay your message. Perhaps you wish to send multiple reminders for an upcoming event and need to inform your audience gradually. Other times your invoices are prepared ahead but they are not supposed to be delivered until much later. Last but not least, think of how will your team regard you if you share results of your work at 2 AM.

Microsoft Outlook offers a convenient feature that allows you to delay sending your messages until a predefined time. Everything starts as usual – just compose your e-mail.

1. Click Options > Delay Delivery
   (if you use Outlook 2003, select Do Not Deliver Before in the drop-down menu)
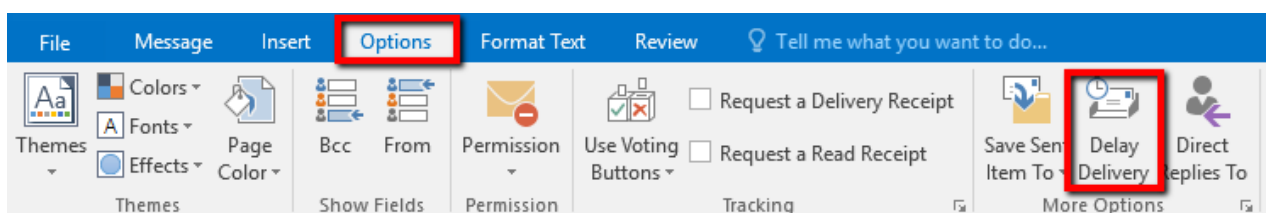
2. Check the Do not deliver before box and specify day and time for the e-mail to be sent. Click Close.
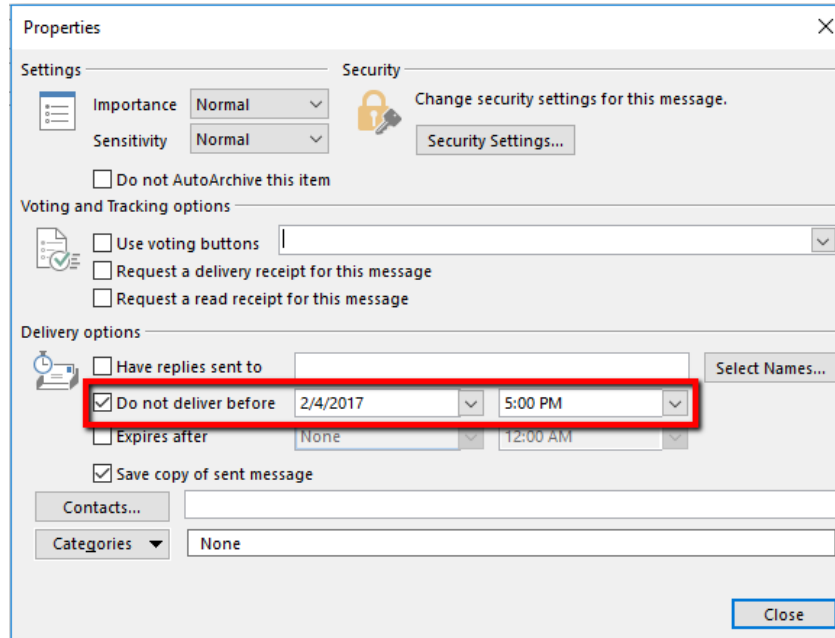
3. Now you can click Send button, and e-mail will stay in your outbox until the required time.

Important: Do not close your MS Outlook – otherwise the message will be sent only after opening Outlook again. (Also, we recommend to test sending delayed e-mails beforehand to make sure that it works with your e-mail server.)

eWay-CRM solves this issue and offers many advanced features. For instance, if you need to send delayed bulk e-mails, eWay-CRM Marketing module allows proper scheduling. You can create your e-mail (e.g. a newsletter) in advance and schedule it to be sent at a specific date and time. You can also close your Outlook without worries – e-mails will be sent at scheduled time.

How to quickly add holidays to Outlook calendar

Customs are different in every country, companies have various policies and Microsoft Outlook might not show holidays in your calendar by default. But it certainly helps keeping them visible, especially if you collaborate with partners or colleagues from different geographic locations.

Instead of typing holidays in manually, use Outlook's native feature that automatically fills them in your calendar depending on selected location.

1. Click File in the Outlook ribbon and select Options in the left panel (if you use Outlook 2003 or 2007, go to Tools > Options > Preferences).

2. Select Calendar > Add Holidays, check the required country (countries) and click OK.
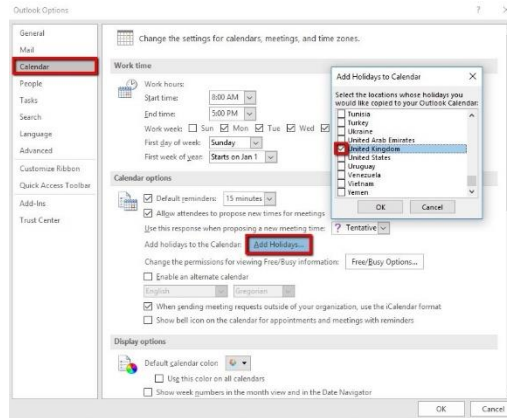
It is actually pretty easy and your colleagues will appreciate the information when planning your next meeting or call.