Step
by
Step

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Microsoft
Outlook 2013

Joan Lambert and Joyce Cox

Practice files
plus ebook

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Introduction

Part of the Microsoft Office 2013 suite of programs, Microsoft Outlook 2013 is a sophisticated communication-management program that helps you quickly and efficiently manage messages, schedules, address books, and other information. *Microsoft Outlook 2013 Step by Step* offers a comprehensive look at the features of Outlook that most people will use most frequently.

Who this book is for

Microsoft Outlook 2013 Step by Step and other books in the *Step by Step* series are designed for beginning to intermediate-level computer users. Examples shown in the book generally pertain to small and medium-sized businesses but teach skills that can be used in organizations of any size. Whether you are already comfortable working in Outlook and want to learn about new features in Outlook 2013 or you are new to Outlook, this book provides invaluable hands-on experience so that you can manage communications and information with ease.

How this book is organized

This book is divided into three parts. Part 1 explores the everyday experience of working in Outlook 2013. Part 2 discusses ways of managing content within Outlook to maximize your productivity. Part 3 delves into the management of Outlook itself, and ways of customizing program functionality and the appearance of the program window to fit the way you work. This three-part structure allows readers who are new to the program to acquire basic skills and then build on them, whereas readers who are comfortable with Outlook 2013 basics can focus on material that is of the most interest to them.

Chapter 1 contains introductory information that will primarily be of interest to readers who are new to Outlook or aren't familiar with the process of configuring Outlook to connect to an email account. If you are comfortable managing accounts in a recent version of Outlook, you might want to skip directly to Chapter 2.

This book has been designed to lead you step by step through all the tasks you're most likely to want to perform with Outlook 2013. If you start at the beginning and work your way through all the exercises, you will gain enough proficiency to be able to manage communications, contacts, tasks, and calendars. However, each topic is self-contained, so you can jump in anywhere to acquire exactly the skills you need.

Download the practice files

Before you can complete the exercises in this book, you need to download the book's practice files to your computer. These practice files can be downloaded from the following page:

http://aka.ms/Outlook2013sbs/files

> **IMPORTANT** The Outlook 2013 program is not available from this website. You should purchase and install that program before using this book.

As you work through the exercises in this book, you will create Outlook items that you will use as practice files in later exercises. If you do not complete the earlier exercises, you can substitute Outlook items of your own and modify the exercise settings to fit.

The following table lists the practice files for this book.

Chapter	Use these files and items	Create these files and items
Chapter 1: Get started with Outlook 2013	*No practice files required*	None
Chapter 2: Explore Outlook 2013	*No practice files required*	None
Chapter 3: Send and receive email messages	We provide: NaturalGardening.pptx Procedures.docx	SBS First Draft message series SBS Tradeshow Schedule message
Chapter 4: Store and access contact information	*No practice files required*	Contact records for Ben Miller, Dean Halstead, Jill Frank, Lola Jacobsen, and Sarah Jones

Chapter	Use these files and items	Create these files and items
Chapter 5: Manage scheduling	*No practice files required*	SBS Lunch with Jane appointment SBS Pay Day event SBS Staff Meeting appointment SBS Study Session meeting
Chapter 6: Track tasks	You provide: SBS First Draft message SBS Tradeshow Schedule message	Flagged SBS First Draft message Flagged SBS Tradeshow Schedule message SBS Make Dinner Reservations task SBS Order Brochures task SBS Send Dinner Invitations task
Chapter 7: Organize your Inbox	You provide: SBS First Draft message series SBS Tradeshow Schedule message	SBS Messages folder
Chapter 8: Manage your calendar	*No practice files required*	Secondary calendar
Chapter 9: Manage contact records	We provide: JoanLambert.jpg SBSContacts.csv You provide: Contact records for Ben Miller, Dean Halstead, Jill Frank, Lola Jacobsen, and Sarah Jones	Contact records for Delphine Ribaute, Max Stevens, and Sara Davis SBS Contacts address book SBS Project Team contact group
Chapter 10: Enhance message content	We provide: Lighthouse.jpg	Casual email signature SBS Development Process message SBS Picture Tools message
Chapter 11: Customize Outlook	*No practice files required*	None
Chapter 12: Manage email settings	*No practice files required*	Flagged SBS Quick Message message SBS Messages folder SBS rule
Chapter 13: Work remotely	*No practice files required*	None

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To download your ebook, please see the instruction page at the back of the book.

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We've made every effort to ensure the accuracy of this book and its companion content. Any errors that have been reported since this book was published are listed on our Microsoft Press site, which you can find at:

http://aka.ms/Outlook2013sbs/errata

If you find an error that is not already listed, you can report it to us through the same page.

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Stay in touch

Let's keep the conversation going! We're on Twitter at: *http://twitter.com/MicrosoftPress*.

Basic skills

Chapter at a glance

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Troubleshoot

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Work

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Learn

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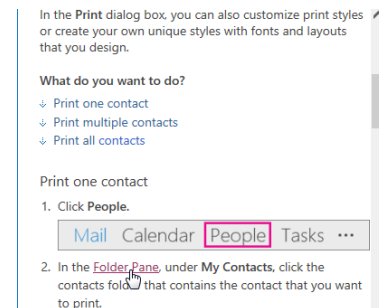
Get started with Outlook 2013

IN THIS CHAPTER, YOU WILL LEARN HOW TO

- Identify new features of Outlook 2013.

- Connect to email accounts.

- Troubleshoot connection problems.

- Work in the Outlook 2013 user interface.

- Get help with Outlook 2013.

Bill Gates's dream of "a computer on every desktop" is becoming more and more of a reality—many people today work (and play) on computers both at work and at home. However, the digital world is rapidly expanding beyond that original dream—desktop computers turned out to be only the beginning. Laptops, netbooks, tablets, slates, and other portable computers, as well as smartphones such as Windows Phones, iPhones, and Android phones that run mobile applications are becoming a standard part of the productivity package. Electronic messaging—whether email, social network updates, instant messages, or text messages—keeps many of us in contact with colleagues, clients, friends, and family members for a dizzying portion of each day. For people who are dependent on electronic communications—and even more so for those who work in enterprises that use Microsoft Exchange Server, SharePoint, and Lync to manage collaboration—Microsoft Outlook 2013 offers an ideal solution. Outlook 2013 not only provides email functionality, but also integrates with instant messaging programs and Microsoft SharePoint resources. Outlook enables you to manage messaging and information—address books, calendars, task lists, and more—in one attractive interface. More importantly, Outlook makes this information immediately available to you when and where you need it. From one place, you can quickly store, organize, manage, and retrieve many types of information.

In an enterprise environment, Outlook interacts with Microsoft server products to provide unified communications services including real-time presence and status information, specialized functionality for internal messaging, access to fax messages and voice mail messages, offline access to SharePoint site content, and many other useful features.

You can use Outlook to:

- Send, receive, read, respond to, organize, and archive email messages.
- Create attractive business graphics and incorporate and edit external images in your communications.
- Send documents, spreadsheets, presentations, pictures, and other files as message attachments, and preview attachments you receive from other people.
- Schedule events, appointments, and meetings; invite attendees; and reserve conference rooms, projectors, and other managed resources.
- View upcoming appointments and tasks, and receive reminders for them.
- Share schedule information with other people, inside and outside your organization.
- Store contact information in a transferable and easily accessible format.
- Keep track of tasks you need to complete, schedule time to complete your tasks, and assign tasks to co-workers.
- Organize and easily locate information in messages, attachments, calendars, contact records, tasks, and notes.
- Filter out unwanted and annoying junk messages.
- Have information from favorite websites delivered directly to you.

In this chapter, you'll get an overview of the new features in Outlook 2013 to help you identify changes if you're upgrading from a previous version. Then you'll configure Outlook to connect to one or more email accounts, and explore the program's user interface. Finally, you'll learn how to get help with the program.

PRACTICE FILES You don't need any practice files to complete the exercises in this chapter.

Microsoft Office 2013 encompasses a wide variety of programs, including Microsoft Access 2013, Excel 2013, InfoPath 2013, Lync 2013, OneNote 2013, Outlook 2013, PowerPoint 2013, Publisher 2013, and Word 2013. Office is available in various editions that include different combinations of Office programs; you can also purchase most of the programs individually.

The programs in the Office suite are designed to work together to provide highly efficient methods of getting things done. You can install one or more Office programs on your computer, or work with online versions of some programs in a web browser. Some programs have multiple versions designed for different platforms. Although the core purpose of a program remains the same regardless of the platform on which it runs, the available functionality and the way you interact with the program might be different.

The program we work with and depict in images throughout this book is a desktop installation of the Outlook 2013 client application for Windows, which we installed directly on our computers. The standard client installation has all the available Outlook functionality. It is available as part of the Office 2013 suite of programs, as a freestanding program, or as part of an Office 365 subscription that allows users to install desktop programs from the Internet.

TIP Office 365 is a cloud-based solution that small, midsize, and large businesses can use to provide products and services to their employees through a subscription licensing program.

Outlook Web App

Outlook Web App is a browser-based version of Outlook that supports much of the desktop installation functionality. You can perform many of the same functions in Outlook Web App that you can in a desktop installation of Outlook, from within a web browser window. Outlook Web App is available as part of Office 365 subscriptions and Exchange Server installations. The functionality of Outlook Web App is dependent on the version you're using. Recent versions of Outlook Web App have an appearance and functionality similar to that of the Outlook 2013 client.

If Outlook Web App is available for your email account, you can access it by entering an organization-specific URL in a web browser or by clicking the Access This Account On The Web link on the Info page of the Backstage view of the Outlook client. The most recent version of Outlook Web App can be run with varying levels of functionality in the Windows Internet Explorer, Firefox, Safari, and Chrome web browsers on computers that run Windows, Mac OS, or Linux. The available functionality depends on the specific combination of web browser and operating system.

Identifying new features of Outlook 2013

Outlook 2013 builds on previous versions to provide powerful information-management and communication tools. If you're upgrading to Outlook 2013 from a previous version, you're probably most interested in the differences between the old and new versions and how they will affect you, and want to find out about them in the quickest possible way. In this section, we discuss features that are new in Outlook 2013 or have been removed from this version of Outlook.

Significant changes have been made from previous versions of Outlook. If you're upgrading from Outlook 2007 or Outlook 2003, you might find that some of the changes take a bit of getting used to—particularly the global incorporation of user interface elements such as the ribbon and the Quick Access Toolbar, and the movement of program-management functionality to the Backstage view. These elements have been carefully designed to provide intuitive access to tools and commands; however, you do have many options for personalizing your Outlook 2013 working environment to suit your preferences.

If you are upgrading from Outlook 2010, you will encounter the following new features in Outlook 2013:

- **Simplified user interface** Outlook 2013 has a sleek new look with subtle coloring and simplified iconography.

- **Folder Pane** The Folder Pane (formerly called the Navigation Pane) is now dedicated to the display of account folder structures, and no longer contains the module navigation links.

- **Navigation Bar** Outlook module links have moved from the former Navigation Pane to a separate Navigation Bar in the lower-left corner of the program window. The standard Navigation Bar contains text links and the compact Navigation Bar, which is on by default, contains only module buttons.

- **Message list functionality** It's now easier to manage messages directly from the message list. The default view displays the message subject, sender, and first line of content of each message. Many message status and content indicators and response options are available from the message list and from the Reading Pane. You can easily display only new messages by clicking the Unread button at the top of the message list.

- **Inline replies** By default, message responses are drafted directly in the Reading Pane so you don't have to manage an extra message window. If you prefer to work in a separate window, you can "pop out" the response draft.

- **Module preview** You can quickly peek at current information in the Calendar, People, or Tasks module by pointing to the module link or button on the Navigation Bar. You can pin these module "peeks" to the To-Do Bar.

- **Multiple-source contact information** In the new People Card view, a single contact record can display contact information about a person from multiple sources, including Outlook, Microsoft Lync, and social networks such as LinkedIn. You can initiate many types of interactions with a person directly from the contact card.

- **Site mailbox connections** If your organization uses shared site mailboxes on a SharePoint 2013 site, you can access messages and documents in site mailboxes of which you are a member directly from the Outlook Folder Pane.

- **Exchange ActiveSync support** You can connect to email accounts that support ActiveSync, such as a Windows Live Hotmail or Outlook.com account, without installing additional software. Then you can synchronize information such as Hotmail tasks with Outlook so that you can easily work with your business and personal accounts from one location.

- **Weather Bar** With this fun new addition to Outlook, you can display current weather conditions in the Calendar module. You can add multiple locations to the Weather Bar and easily display the current conditions for a location by selecting it from a list.

As is always the case with developing technologies, some features that were available in previous versions of Outlook are now redundant due to technological or procedural changes. Of these, features that we have discussed in earlier editions of this book and that have been modified include the Notes and Journal features. If you used these features in previous versions of Outlook, here's what you need to know:

- The Notes and Journal folders are still available in the Folder List, and the Notes module is available from the Navigation Bar.

- Notes and Journal options are not available in the Outlook Options dialog box.

- The automatic journaling functionality has been disabled. You can create Journal entries, but only manually.

- You can create new notes, but only with the default color and font settings.

The following table describes other features that have been discontinued or modified in Outlook 2013.

Feature	Description
Data files	Outlook 2013 does not support the creation of Outlook 97-2002 Data Files (.pst files). If you upgrade to Outlook 2013, existing .pst files are available from the Folder Pane. New Exchange Server account items are delivered to an offline Outlook Data File (.ost file). Cached Exchange Mode is on by default.
Importing and exporting	Options for importing Internet email account settings, messages, and addresses are discontinued. Options for exporting Outlook data as tab-separated values and directly to Microsoft Access and Excel are no longer supported.
Dial-up networking support	Outlook 2013 uses the network connections configured in Windows; it is not necessary to separately configure a dial-up connection in Outlook.
Exchange Server classic offline mode	This feature is discontinued. Exchange Server accounts can be used online or in Cached Exchange Mode.
Exchange Server Download Headers And Then Full Items mode	This feature has been discontinued. After you upgrade to Outlook 2013, if you had this option selected, it is automatically changed to Download Full Items

Connecting to email accounts

By using Outlook 2013, you can easily manage one or more email accounts and the information (such as calendar items and contact records) associated with those accounts. You can configure Outlook to connect to many different types of business and personal email accounts. If your organization uses Exchange Server, you can use Outlook to work with all the features of your Exchange account, including email, calendaring, contact tracking, task tracking, and notes. If your organization also uses Lync Server features, you can initiate audio and video calls, instant messaging sessions, online meetings, and more from Outlook 2013.

Although you don't have to connect to an email account to use Outlook, it is customary to do so. After you configure Outlook to connect to an account, you can easily manage the information stored with that account by using the Outlook features specifically designed for each type of information.

A default installation of Outlook 2013 supports the following types of email accounts:

- **Exchange** You can configure Outlook 2013 to connect to an Exchange account hosted on Exchange Server 2013, Exchange Server 2010, Exchange Server 2007, or Exchange Server 2003. If your organization uses any of these versions of Exchange Server, you can send mail within or outside of your organization's network. Messages are stored centrally on the Exchange server. They are also stored locally in a data file on your computer. Outlook synchronizes with the server when you're connected to it either over a corporate network or over the Internet, so you can work with existing Outlook items and create new items while working offline.

  In previous versions of Outlook and Exchange, you could connect to a corporate Exchange account only when your computer was connected to the corporate network. This required that you manually configure Outlook to connect to the corporate Exchange server either through a virtual private network (VPN) connection or by using Outlook Anywhere (a friendly name for a service otherwise known as *RPC over HTTP*) when you wanted to work in another location. More recent versions of Exchange automatically route all Outlook client access through Outlook Anywhere and do not require a direct corporate network connection.

  TIP Some Outlook features are dependent on the functionality of the specific version of Exchange hosting your email account. The functionality described in this book is specific to Exchange Server 2010 accounts. Outlook provides additional functionality in environments that include Lync Server and SharePoint.

- **Exchange ActiveSync–compatible service** Although this sounds quite technical, it's simply a description for an Internet-based email service such as Hotmail or Outlook.com. It is no longer necessary to install a separate connector in order to configure Outlook 2013 to connect to an account of this type.

- **Post Office Protocol (POP)** When connected to a POP account, Outlook downloads messages from your email server to your computer, and removes the original messages from the server after a specified length of time. You read and manage messages on your computer, and Outlook synchronizes with the server when it is connected.

- **Internet Message Access Protocol (IMAP)** When connected to an IMAP account, Outlook stores copies of messages on your computer, but leaves the originals on the email server. You read and manage messages locally, and Outlook synchronizes with the server when it is connected.

Before you can use Outlook to manage an email account, you need to configure the program to connect to the account. When you first start the program, the Microsoft Outlook Account Setup wizard guides you through an automated process. This process is a significant improvement over the manual account setup process of Outlook 2003 and earlier versions of Outlook, which required you to provide much more information. For many accounts, you need to supply only three pieces of information—your name, your email address, and your email account password—and the Account Setup wizard will handle the rest of the connection process for you. If the Account Setup wizard isn't able to configure Outlook to connect to your account, you can provide additional information to complete the process manually.

Configuring Outlook creates an Outlook Data File for each email account and an Outlook profile, which stores information about you and your email accounts. You can work with your profile from within Outlook or from the Mail control panel in Windows. Your profile includes information about your email account such as the user name, display name, server name, password, and where Outlook stores your data. You can connect to more than one email account per profile, to manage all your email communications through Outlook. If you want to, you can create multiple profiles that link to different email accounts or to different sets of email accounts, but it is no longer necessary to create multiple profiles to manage multiple accounts.

You can add multiple email accounts of any type to your Outlook profile, either during setup or at any time thereafter.

Adapting exercise steps

The screen images shown in this book were captured at a resolution of 1024 × 768, at 100 percent magnification. If your settings are different, the ribbon on your screen might not look the same as the one shown in this book. For example, you might have more or fewer buttons in each group, the buttons you have might be represented by larger or smaller icons than those shown, or a group might be represented by a button that you click to display the group's commands. As a result, exercise instructions that involve the ribbon might require a little adaptation. Our instructions use this format:

- On the **Insert** tab, in the **Illustrations** group, click the **Chart** button.

If the command is in a list, our instructions use this format:

- On the **Home** tab, in the **Filter Email** group, click the **Categorized** arrow and then, in the **Categorized** list, click **Any Category**.

TIP On subsequent instances of instructions located on the same tab or in the same group, the instructions are simplified to reflect that we've already established the working location.

If differences between your display settings and ours cause a button to appear differently on your screen than it does in this book, you can easily adapt the steps to locate the command. First click the specified tab, and then locate the specified group. If a group has been collapsed into a group list or under a group button, click the list or button to display the group's commands. If you can't immediately identify the button you want, point to likely candidates to display their names in ScreenTips.

If you prefer not to have to adapt the steps, set up your screen to match ours while you read and work through the exercises in this book.

In this book, we provide instructions based on the traditional keyboard and mouse input methods. If you're using Outlook on a touch-enabled device, you might be giving commands by tapping with a stylus or your finger. If so, substitute a tapping action any time we instruct you to click a user interface element. Also note that when we tell you to enter information in Outlook, you can do so by typing on a keyboard, tapping an on-screen keyboard, or even speaking aloud, depending on your computer setup and your personal preferences.

In this exercise, you'll configure Outlook to automatically connect to an Exchange Server account, and you'll manually configure the account settings.

TIP Although we demonstrate connecting to an Exchange account, the basic process is the same to connect to another type of email server. To connect to a POP or IMAP account, you should first read the topic "Connecting to Internet email accounts" in "Troubleshooting connection problems" later in this chapter.

➡ SET UP **You don't need any practice files to complete this exercise. You need your email account user name and password. If you are connecting to a POP account, an IMAP account, or an Exchange account that is hosted by an external service provider, you might also need to know the names and authentication requirements of your incoming and outgoing servers. These will be available from your email service provider.**

1   Start Outlook by using one of the following methods:

■ On a computer that runs Windows 8, display the **Start** screen, enter **Outlook**, and then click the **Microsoft Outlook 2013** icon.

■ On a computer that runs Windows 7, click the **Start** button, click **All Programs**, click **Microsoft Office**, and then click **Microsoft Outlook 2013**.

TIP If the Email link at the top of the Start menu specifies Microsoft Outlook as your default email program, you can click that link instead.

2   The next step depends on whether Outlook is already configured.

■ If Outlook has not yet been configured, the **Microsoft Outlook Account Setup** wizard begins. On the **Welcome** page, and again on the **Add an Email Account** page, click **Next** to display the **Auto Account Setup** page of the **Add Account** wizard.

TIP To configure an Outlook profile without connecting to an email account, start the program, click Next on the Welcome page, click No and then Next on the Add An Email Account page, select the Use Outlook Without An Email Account check box, and then click Finish.

■ If an Outlook profile has already been configured, the program starts. Manually start the account configuration process by clicking the **File** tab at the left end of the ribbon to display the **Info** page of the **Backstage** view, and then clicking **Add Account** to display the **Auto Account Setup** page of the **Add Account** wizard.

TIP You control Outlook program settings from the Backstage view. For detailed information, see "Configuring Office and Outlook options" in Chapter 11, "Customize Outlook."

The Add Account wizard, which you can start from the Account Setup wizard or from the Info page of the Backstage view.

3   On the **Auto Account Setup** page of the **Add Account** wizard, enter your name, email address, and email account password in the text boxes provided. Then click **Next** to search your available networks and the Internet for the specified domain.

TIP The password characters you enter are hidden, so ensure that the Caps Lock key is not inadvertently active when you enter the password.

The wizard searches for the domain that hosts your account and attempts to log on to it by using the credentials you provided in step 3.

If the wizard locates an account matching the email address you entered, it attempts to log on by using the password you entered. If the connection is successful, a confirmation appears, along with additional account configuration options.
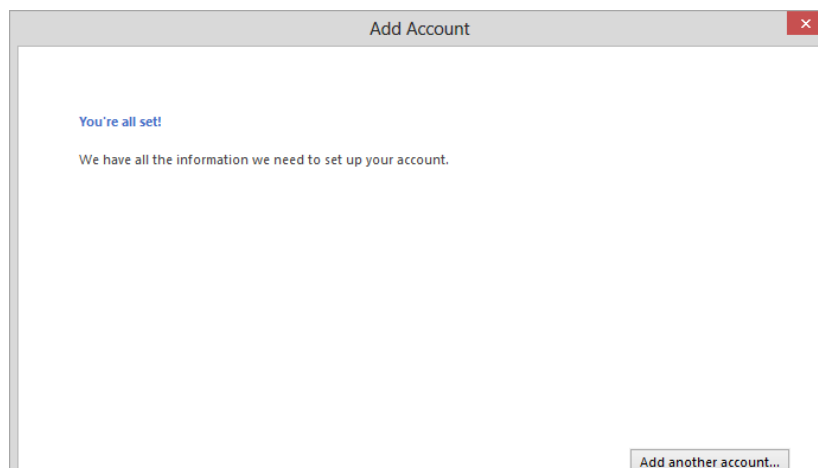
After successfully configuring a connection to an email account, you can connect to another account, or click Finish to begin using the account.

If the wizard is unable to connect to the account without further information, an error page appears.
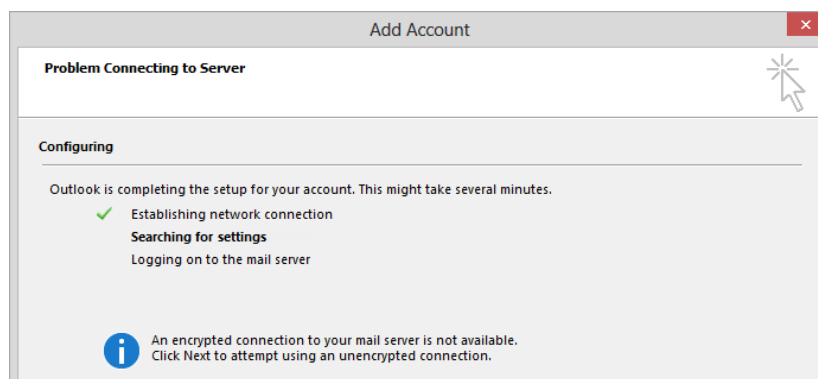
The specific message that appears might differ from the one shown here.

The next step depends on whether Outlook successfully connected to your account.

4   If the wizard successfully connected to your account, click **Finish**. Click the **File** tab to display the **Info** page of the **Backstage** view, click the **Account Settings** button, and then click **Account Settings**. In the **Account Settings** dialog box, double-click your account. Then skip to step 11 to practice configuring additional settings.

5	If the wizard didn't connect to your account, click **Back** to return to the **Auto Account Setup** page (shown in step 2 of this exercise). Then select the **Manual setup or additional server types** option, and click **Next** to display the **Choose Service** page.
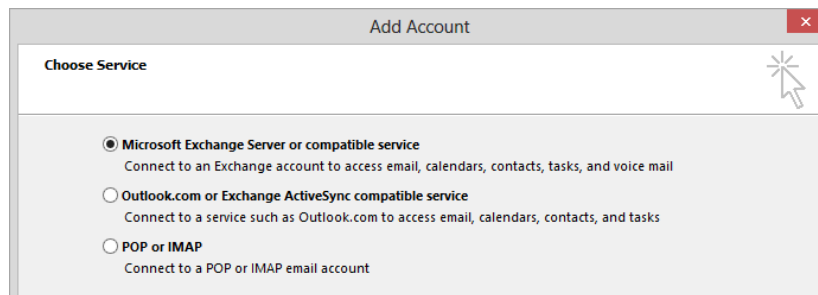
You can manually configure a connection to any of the account types supported by Outlook.

6	On the **Choose Service** page, click the type of account you're configuring (we chose **Microsoft Exchange**), and then click **Next**.

> **IMPORTANT** The screen that appears next varies based on the selected account type. If the screen that appears to you is not shown in this exercise, see "Troubleshooting connection problems" later in this chapter for more information.

7	On the **Server Settings** page, enter the name or address of your Exchange server (provided by your Exchange server administrator) and your user name (usually your email address) in the boxes provided, and then click **Check Name**.

8	If the **Connect to** dialog box appears, enter your logon information, and then click **OK** to contact the specified server. If the user name and password you provided match the information stored on the server, the wizard replaces your user name with your display name (as recorded in your organization's Global Address List) and underlines it. (This is known as *resolving the address*.)

If the wizard is unable to validate the information, an error message appears. (This might occur if you're connecting to a corporate Exchange server over the Internet, and Outlook requires additional information to establish the connection.) Click **OK** in the message box to open a simple **Microsoft Exchange** dialog box that contains only a **General** page displaying the Exchange server and mailbox information. Then click **Cancel** to return to the **Server Settings** page.
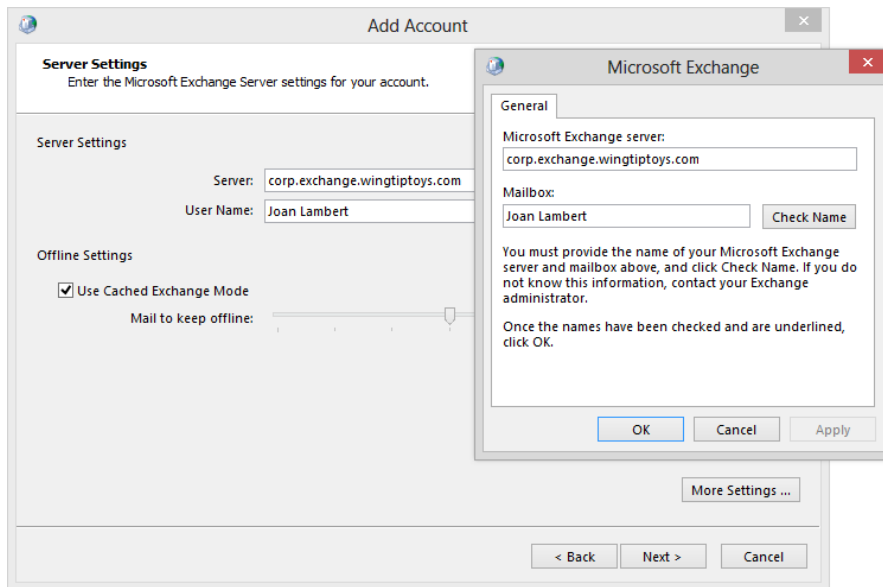
Possible results of attempting to validate Exchange account credentials.

If the wizard successfully resolves your server name and user name, you can begin using your account, or you can manually configure additional account settings. For the purpose of this exercise, we'll look at the manual configuration options.

9   On the **Server Settings** page, click **More Settings** to open the **Microsoft Exchange** account settings dialog box, displaying the **General** page. On this page, you can specify the name that identifies the account within Outlook (for example, on the title bar of the program window and in the Folder Pane). This setting does not affect the name that appears to message recipients.

10   Enter the name by which you would like to identify this account. For example, your name, the email address, or the company name that this account represents.
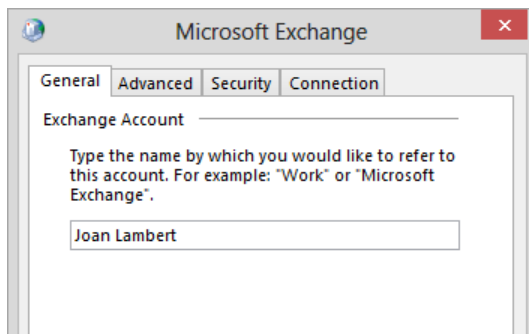
The General page of the Microsoft Exchange account settings dialog box.

Now we'll review the available settings.

11　Click the **Advanced** page tab. On this page, you can specify additional mailboxes on the same Exchange server that you want to open in Outlook.
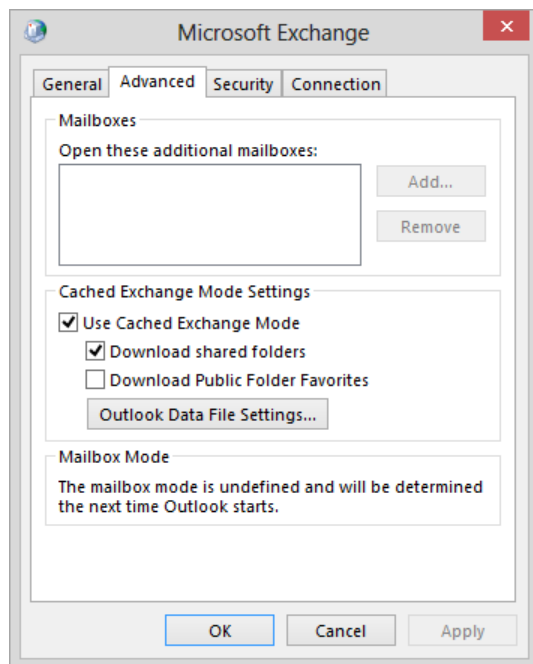
If you are responsible for monitoring another mailbox, such as a departmental mailbox, you can specify it here.

SEE ALSO　For information about Cached Exchange Mode, see "Working with Outlook items while offline" in Chapter 13, "Work remotely."

12　On the **Advanced** page, click the **Outlook Data File Settings** button to display information about the data file in which a copy of your email account information is stored on your computer. The **Compact Now** button is not active until you start using your account. (At this point, there's nothing in the data file to compact.)
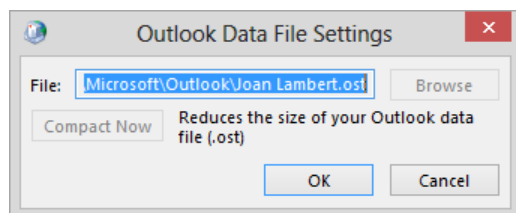
You can reduce the data file size by compacting its contents.

13   Click the **Security** page tab. On this page, you can choose to help secure your locally
      stored account data by requiring logon credentials each time you start Outlook.
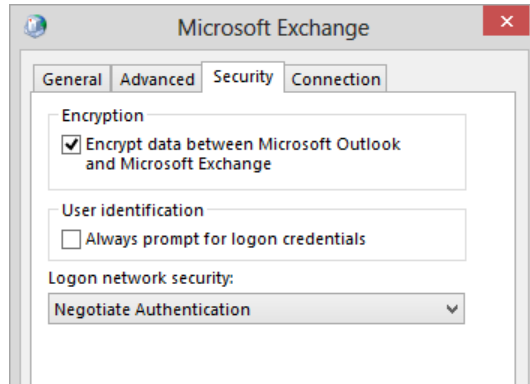
*If other people have access to your computer, you can add an additional layer of security
by instructing Outlook to access this account only if you enter the account credentials.*

14   Click the **Connection** page tab. On this page, you can specify whether you want
      Outlook to connect to the Exchange server through your local area network or over
      the Internet.
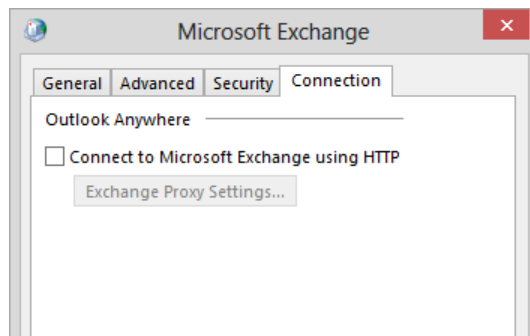
Selecting this option causes Outlook to connect to the server over the Internet.

TIP If you are accustomed to using a previous version of Outlook, you might wonder
where the network connection settings that were previously available from this page
have gone. Outlook now uses the Windows network connection settings; you don't
need to enter any additional information in the program configuration.

15　On the tabs of the **Microsoft Exchange** dialog box, enter any additional connection information provided to you by your email server administrator, and then click **OK**.

16　On the **Server Settings** page of the **Add Account** wizard, click **Next**. Then on the wizard's final page, click **Finish**. The **E-mail** page of the **Account Settings** dialog box might appear and display the new email account.
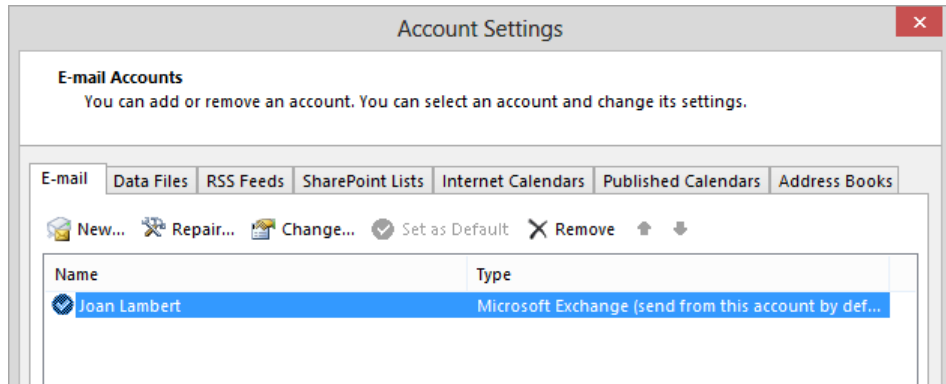
You can manage Outlook settings for all the email accounts, RSS feeds, SharePoint lists, calendars, and address books you connect to from the Account Settings window.

17　If the **Account Settings** dialog box opens, close it to display the Outlook program window.

While Outlook finishes configuring the connection to your account, a notice appears in the lower-right corner of the screen. After it connects to your account, any messages that you have appear in your Inbox.

TIP Outlook might prompt you to select update settings. Options include Use Recommended Settings, Install Updates Only, and Ask Me Later. The recommended settings install updates and connect your Office installation to a customer feedback program that permits Microsoft to gather data about typical usage. Your participation in the program is entirely anonymous and does not give Microsoft access to your personal information or to the contents of messages or of files stored on your computer.

✖ CLEAN UP **You're now ready to begin using your email account!**

Troubleshooting connection problems

The automatic account setup feature is very handy, but might not work every time. It is most successful when connecting to an on-premises Exchange account. When connecting to a remote Exchange server, to an Exchange account hosted by an external hosting company, or to a POP or IMAP account, manual configuration steps might be necessary.

Connecting to Exchange accounts

Here are some common error messages and problems you could encounter when you connect to an Exchange account, and how to address them:

- **Server certificate does not match site** If Outlook encounters security issues associated with the electronic file (digital certificate) that validates the mail server's identity —for example, if the digital certificate does not match the name of your domain— Outlook notifies you of this problem and lets you choose whether to proceed.

  If a Security Alert message box appears, you can click the View Certificate button to display the digital certificate of the mail server and verify that you know and trust the company that issued the certificate. If you want, you can install the certificate on your computer by clicking the Install Certificate button and following the steps in the Certificate Import wizard.

  SEE ALSO For more information about digital certificates, see "Increasing email security" in Chapter 12, "Manage email settings."

- **Encrypted connection not available** This message might appear if your Exchange account is with a hosted service provider. Outlook first tries to establish an encrypted connection to the server. If this attempt is not successful, Outlook notifies you of this problem and asks whether you want to try to establish an unencrypted connection.

  If you click Next to establish an unencrypted connection, Outlook might inadvertently configure the connection to your Exchange account as it would a connection to an IMAP or POP account. This configuration can result in a loss of functionality related to information, such as appointments and tasks, stored on the Exchange server. The more likely solution to this issue is to click the Back button, click the Manual Setup Or Additional Server Types option, click Next, and then manually enter the server and connection information for your account.

If you encounter either of these errors when connecting to an Exchange account, verify that you are using the correct internal server address method. For example, if your email address is *jane@adatum.com*, you might address your email server as *mail.adatum.com* or by an internal address, such as *ADATUMExchange.adatum.local*.

To successfully troubleshoot your connection issues, you will likely need to manually configure your server settings. This requires that you have additional information from your server administrator about your email account, including the names of the incoming and outgoing servers, and whether either of the servers requires additional authentication.

Connecting to Internet email accounts

If the Add Account wizard is unable to automatically configure a connection to your POP or IMAP account, you can manually configure the connection.

The basic information required to connect to a POP or IMAP account.

In addition to your name and email address, you must provide the following information, which you can obtain from your email service provider:

- **Account type** Choose POP3 or IMAP from the drop-down list.
- **Incoming and outgoing mail servers** Server addresses are usually entered in the format *server.domain.com*.
- **Account user name** Many providers require that you enter the entire email address for this parameter rather than only the name before the @ symbol.
- **Account password** Outlook disguises the password characters as asterisks.
- **Logon authentication requirements** Some mail servers require that you log on by using secure password authentication.

Click the More Settings button to open the Internet E-mail Settings dialog box in which you can enter additional information, such as the name by which you want to identify the account, the email address you want to appear when you reply to a message, and outgoing server authentication information.
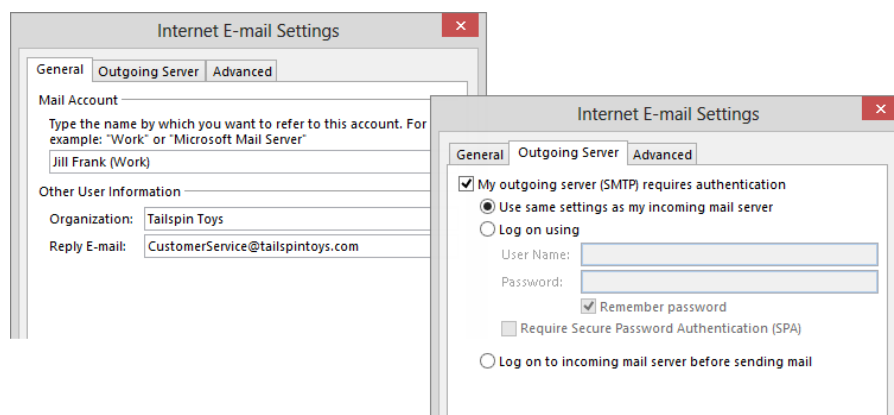
It might be necessary to supply additional server authentication information.

The default account settings are for unencrypted connections. Your mail account provider might require that you use encrypted connections for your incoming server, outgoing server, or both. Selecting the This Server Requires An Encrypted Connection check box on the Advanced page of the Internet E-mail Settings dialog box changes the Incoming Server port to 995 and directs email traffic through the HTTPS protocol rather than the HTTP protocol.

It is important to note that when connecting to a POP account, you can control the retention of messages on the email server. By default, messages downloaded from a POP server

to your computer are removed from the server after 14 days. You can choose to leave the messages on the server permanently, leave them there for a specified amount of time, or leave them there until you delete them from Outlook.
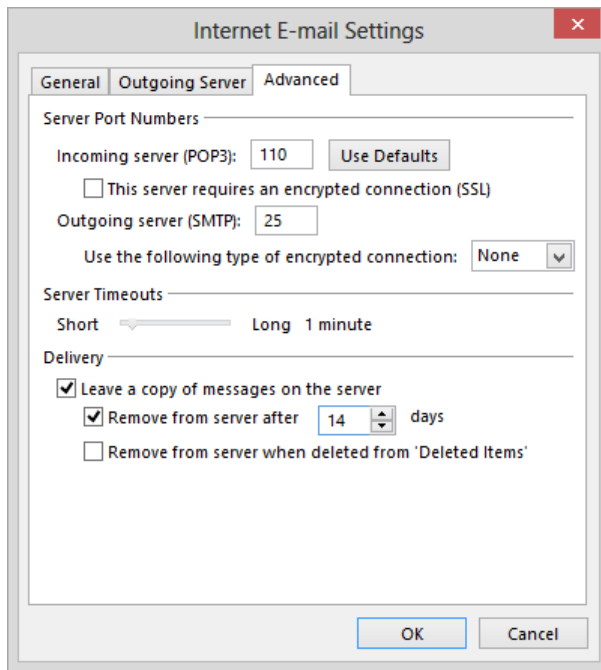
If you access your POP email account from multiple computers, you will probably want to leave messages on the server to ensure that they're available to you from all your computers.

TIP If you configure Outlook to connect to a POP account from a portable computer and experience difficulty sending email messages when connected to a public network (such as a hotel network), it might be because the network has blocked traffic on the default outgoing server port, port 25. If so, you can likely resolve the issue by changing the outgoing server port on the Advanced page of the Internet E-mail Settings dialog box for the account to port 80, 465, or 587.

After supplying the connection information for your email account and closing the Internet E-mail Settings dialog box, you can click Test Account Settings or Next on the POP And IMAP Account Settings page of the Add Account wizard to ensure that Outlook successfully connects to your incoming and outgoing servers.
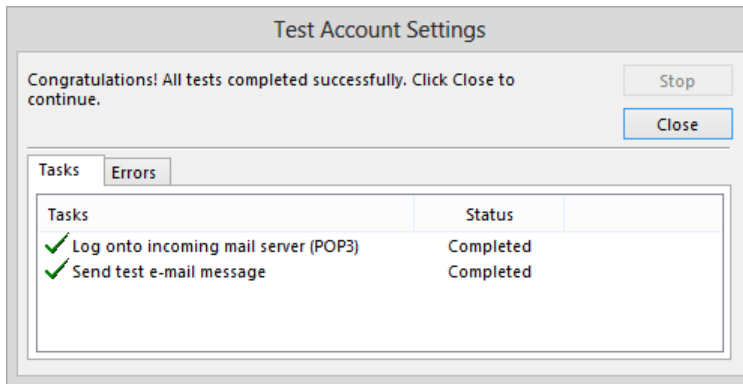
Validating the successful configuration of an Internet email account.

Working in the Outlook 2013 user interface

The goal of the Office 2013 working environment is to make working with Office documents, including Microsoft Word documents, Excel workbooks, PowerPoint presentations, Outlook email messages, and Access database tables, as intuitive as possible. To that end, each program in the Office system, including Outlook, has a similar user interface.

Unlike other Office programs, Outlook doesn't function for a single purpose or create a single category of files. You use it to create, organize, and track several types of information that are critical to keeping your daily life functioning smoothly. To minimize the work of dealing with such diverse items of information as email messages, contact records, appointments, tasks, and notes, Outlook provides a module for each type and presents each module in a similar interface, allowing you to work with different items of information in consistent ways.

As an information-management system, Outlook has more complex functionality than other Office applications; it also has more elements in its user interface. However, some are hidden by default, and you can choose the elements you want to display.

SEE ALSO For information about hiding and displaying user interface elements, see "Personalizing the Outlook program window" in Chapter 11, "Customize Outlook."
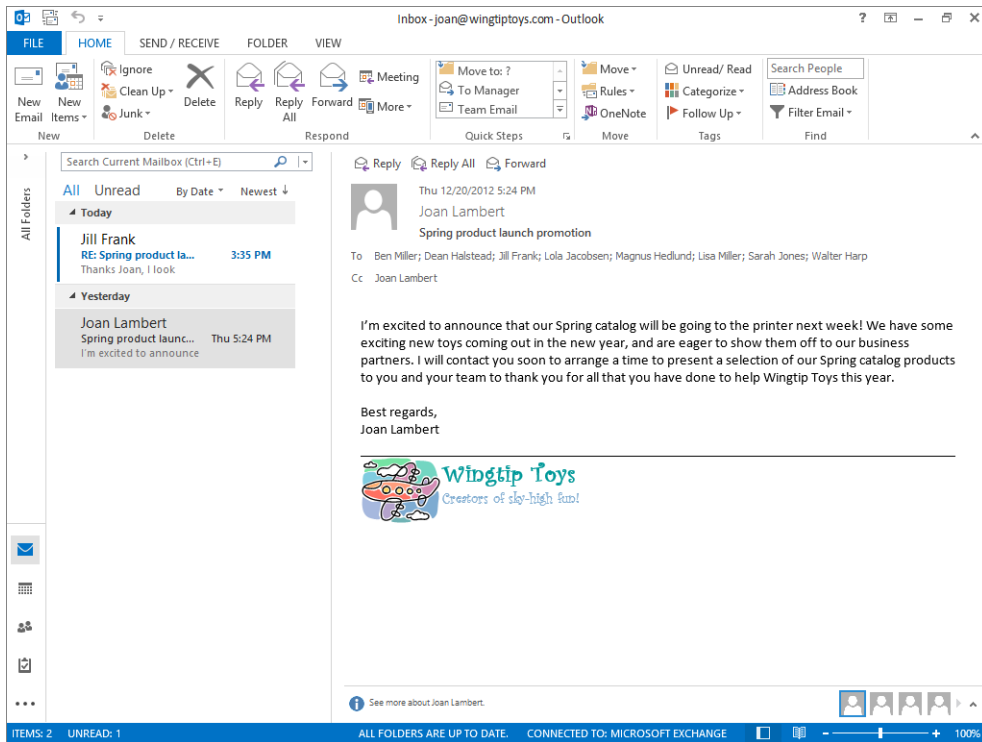
In the default configuration of the Outlook 2013 program window, many of the program tools are minimized or hidden.

The program window is bordered by the standard Office program window elements on the top and bottom:

- **Title bar** This bar across the top of the program window displays the name of the active account and provides tools for managing the program and the program window.

Program icon | Active account | Help button
Quick Access Toolbar | Ribbon Display Options button
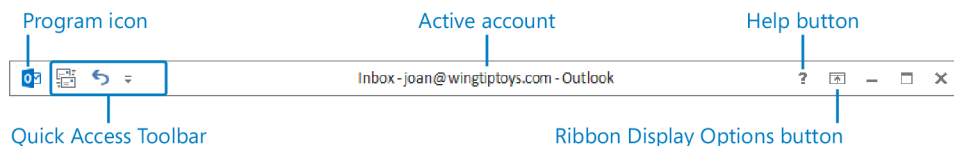
The Outlook program window title bar.

At the left end of the title bar is the program icon, which you click to display commands to restore, move, size, minimize, maximize, and close the program window.

To the right of the program icon is the Quick Access Toolbar, which by default displays the Send/Receive Folders and Undo buttons. You can customize the Quick Access Toolbar to display any commands you want.

The program window and the windows in which you work with each type of Outlook item have individually configurable Quick Access Toolbars. For example, you can display commands specific to creating and formatting message content only in message item windows and commands specific to creating and managing tasks only in task item windows.

TIP You might find that you work more efficiently if you organize the commands you use frequently on the Quick Access Toolbar and then display it below the ribbon, directly above the workspace. For information, see "Customizing the Quick Access Toolbar" in Chapter 11, "Customize Outlook."

At the right end of the title bar are five buttons: the Microsoft Outlook Help button that opens the Outlook Help window; a Ribbon Display Options button that allows you to control the display of the ribbon; and the familiar Minimize, Maximize/Restore Down, and Close buttons.

SEE ALSO For information about the Outlook Help system, see "Getting help with Outlook 2013" later in this chapter.

- **Ribbon** Located below the title bar, the ribbon gathers all the commands for working with Outlook content together in a central location.

  SEE ALSO For more information, see "Working with the ribbon" later in this section.

- **Status bar** Across the bottom of the program window, this bar displays information about the current account and provides access to certain program functions.

Folder information   Account information   Zoom controls

| ITEMS: 3,645   UNREAD: 486   REMINDERS: 5 | ALL FOLDERS ARE UP TO DATE.   CONNECTED TO: MICROSOFT EXCHANGE | 100% |

Active reminders   View Shortcuts toolbar
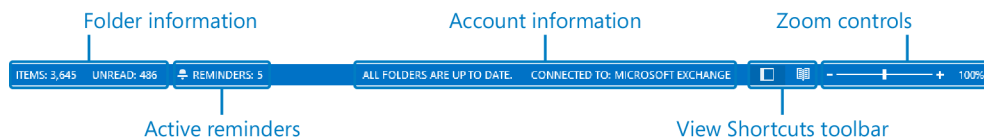
The account information in the center is shown only for Exchange accounts.

SEE ALSO For information about modifying the indicators shown on the status bar, see the sidebar "Customizing the status bar" in Chapter 11, Customize Outlook."

By default, Outlook displays the Items In View, Unread Items In View, and Reminders indicators (whichever are valid) at the left end of the status bar. Each of these indicators displays at a glance the status of that feature; clicking the Reminders indicator displays the Reminders dialog box in which you can process active reminders. For Exchange accounts, the connection status is displayed in the center of the status bar.

The View Shortcuts, Zoom Slider, and Zoom Level controls are displayed at the right end of the status bar. The View Shortcuts toolbar includes buttons for the two primary program content views. The Zoom Slider and Zoom Level controls enable you to adjust the magnification of the Reading Pane.

SEE ALSO For information about the various ways you can view program window and item content, see Chapter 2, "Explore Outlook 2013." We discuss the module-specific views in Chapter 4, "Store and access contact information," Chapter 5, "Manage scheduling," Chapter 6, "Track tasks," and Chapter 7, "Organize your Inbox."

Working with the ribbon

You might be familiar with the ribbon command structure from other Office programs. Outlook differs from those in one respect—it has one ribbon for the program window, and a separate ribbon for each item window. As a result, each Outlook ribbon is simpler and contains fewer tabs than the ribbons in other programs.

The program window and each of the Outlook item windows have individually configurable ribbons that display content specific to the program or to the item type you're working with. All the ribbons share common structural features.
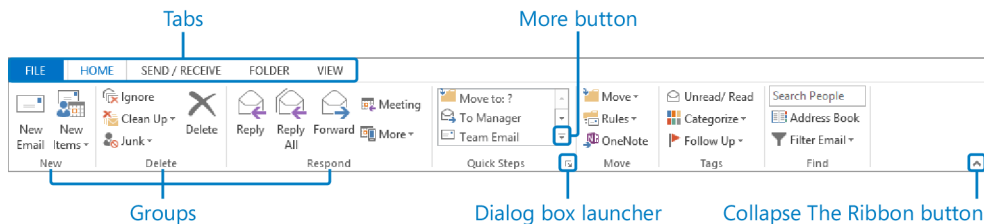
The Home tab of each ribbon displays the most frequently used commands.

TIP Your ribbons might look different from those shown in this book. You might have installed programs that add their own tabs to the ribbon, or your screen settings might be different. For more information, see "Ribbon appearance" later in this section.

- Across the top of the ribbon is a set of tabs. Clicking a tab displays an associated set of commands. The Home tab of each ribbon contains the most commonly used commands for the related item.

- On each tab, buttons representing commands are organized into named groups. The groups that appear on each tab, and the buttons that appear in each group, vary based on the active module or item.

- Depending on your screen resolution and the size of the program window, the commands in a group might be displayed as labeled buttons, as unlabeled icons, or as one or more large buttons that you click to display the commands within the group.

- You can point to any button to display a ScreenTip containing the command name, a description of its function, and its keyboard shortcut (if it has one).
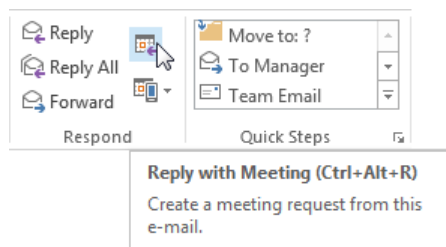
ScreenTips provide helpful information about buttons.

SEE ALSO For information about controlling the display and content of ScreenTips, see "Configuring Office and Outlook options" in Chapter 11, "Customize Outlook."

- Some buttons include an integrated or separate arrow. To determine whether a button and arrow are integrated, point to the button to display its border. If a button and arrow are integrated within one border, clicking the button displays a list of related options. If the button and arrow have separate borders, clicking the button carries out the default action indicated by the button's current icon. You can change the default action of the button by clicking the arrow and then clicking the action you want.
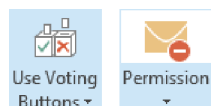
The arrow of the Use Voting Buttons button is integrated,
and the arrow of the Permission button is separate.

- Related but less common commands are not represented as buttons in a group. Instead, they're available in a dialog box or pane, which you display by clicking the dialog box launcher located in the lower-right corner of the group.

- To the right of the groups on the ribbon is the Collapse The Ribbon button. Clicking this button hides the commands but leaves the tab titles visible. When the groups are hidden, the Collapse The Ribbon button changes to the Pin The Ribbon button, which is shaped like a pushpin. You can click any tab title to temporarily display the groups, then click a ribbon command or click away from the ribbon to hide the groups again, or click the Pin The Ribbon button to permanently redisplay the groups.

Module and item tabs

Commands related to working with the content of Outlook items are represented in function-specific groups on separate feature-specific tabs of the ribbon.

■ The ribbon in each module includes four standard tabs: Home, Send/Receive, Folder, and View. The Home tab changes to reflect the commands necessary to manage items within the current module.

■ The ribbon in each new Outlook item window includes an item-specific tab such as Message, Appointment, Contact, or Task. It also includes the Insert, Format Text, and Review tabs. The ribbon might also contain additional tabs specific to an item type, to a program installed on your computer, or to customizations you've made in the Outlook Options dialog box.

■ When certain types of item content (such as tables, charts, and graphics) are active (selected), additional *tool tabs* appear at the right end of the ribbon. These tool tabs are indicated by colored headers and a colored bottom border, and they contain commands that are specific to working with the selected content. For example, when the cursor is in a table, the Design and Layout tool tabs for tables appear to the right of the Review tab. When a chart or chart element is selected, the Design, Layout, and Format tool tabs for charts appear to the right of the Review tab. Each of the available tool tab groups has a unique color so you can easily differentiate between them.

The ribbon was designed to make working with Outlook items and item content a natural extension of the way most people work. Commands for tasks you perform often are readily available, and even those you might use infrequently are easy to find.

For example, when a formatting option has several available choices, they are often displayed in a gallery of thumbnails. These galleries provide a visual array of the available choices. When a gallery contains more thumbnails than can be shown in the available ribbon space, you can display more content by clicking the scroll arrow or More button located on the right edge of the gallery.

If you point to a thumbnail in a gallery, the Live Preview feature shows you what that choice looks like if you apply it to the active content.
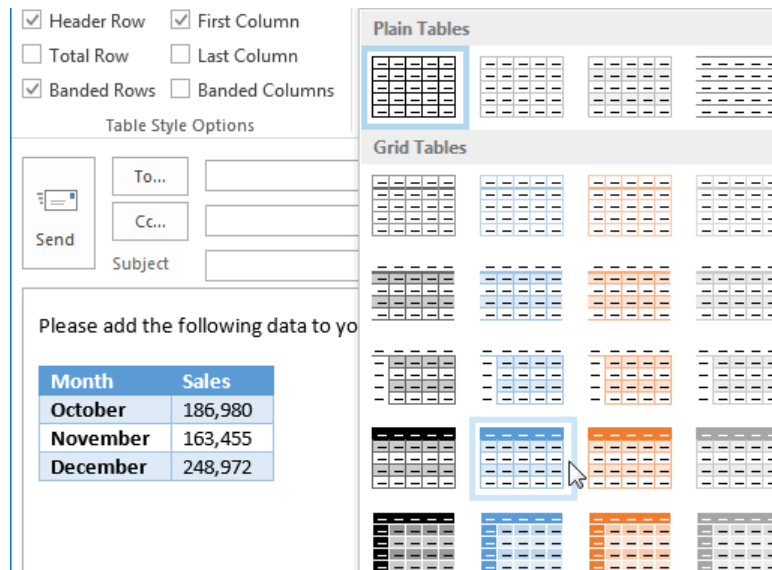
Live Preview shows the effect of clicking the thumbnail to which you are pointing.

TIP Some older commands no longer appear as buttons on the ribbon but are still available in the program. You can make these commands available by adding them to the Quick Access Toolbar. For more information, see "Customizing the Quick Access Toolbar" in Chapter 11, "Customize Outlook."

Ribbon appearance

The ribbon is dynamic, meaning that as its width changes, its buttons adapt to the available space. As a result, a button might be large or small, it might or might not have a label, or it might even change to a command on a menu. When sufficient horizontal space is not available to fully display the ribbon commands, small button labels disappear and entire groups of buttons might hide under one button that represents the entire group. Clicking the group button displays a menu of the commands available in that group. When the ribbon becomes too narrow to display all the groups, a scroll arrow appears at its right end. Clicking the scroll arrow displays the hidden groups.

The width of the ribbon depends on these three factors:

- **Program window width** Maximizing the program window provides the most space for the ribbon. To maximize the window, click the Maximize button, drag the borders of a non-maximized window, or drag the window title bar to the top of the screen until it resizes.

- **Screen resolution** Screen resolution is the size of your screen display expressed as *pixels wide × pixels high*. The greater the screen resolution, the greater the amount of information that will fit on one screen. Your screen resolution options are dependent on the display adapter installed in your computer, and your monitor. Common screen resolutions range from 800 × 600 to 2560 × 1600. The greater the number of pixels wide (the first number), the greater the number of buttons that can be shown on the ribbon.

  To change your screen resolution, first display the Screen Resolution control panel item (available by right-clicking the desktop and then clicking Screen Resolution). In the Screen Resolution window, click the Resolution arrow, click or drag to select the screen resolution you want, and then click Apply or OK.

- **The magnification of your screen display** If you increase the screen magnification in Windows, text and user interface elements are larger and therefore more legible, but fewer elements fit on the screen. You can set the magnification from 100 to 500 percent.

  You can change the screen magnification from the Display control panel item (available within the Appearance And Personalization group, or by right-clicking the desktop, clicking Personalization, and then clicking Display in the lower-left corner of the window). To change the screen magnification to a magnification that is available in the Display window, click that option. To select another magnification, click the Custom Sizing Options link and then, in the Custom Sizing Options dialog box, click the magnification you want in the list or drag the ruler to change the magnification even more (the cursor changes to a pointer to indicate that you're dragging). After you click OK in the Custom Sizing Options dialog box, the custom magnification is shown in the Display window along with any warnings about possible problems with selecting that magnification. Click Apply in the Display window to apply the selected magnification.

Working in the Backstage view

Commands related to managing Outlook and Outlook accounts are located in the Backstage view, which you display by clicking the File tab at the left end of the ribbon.
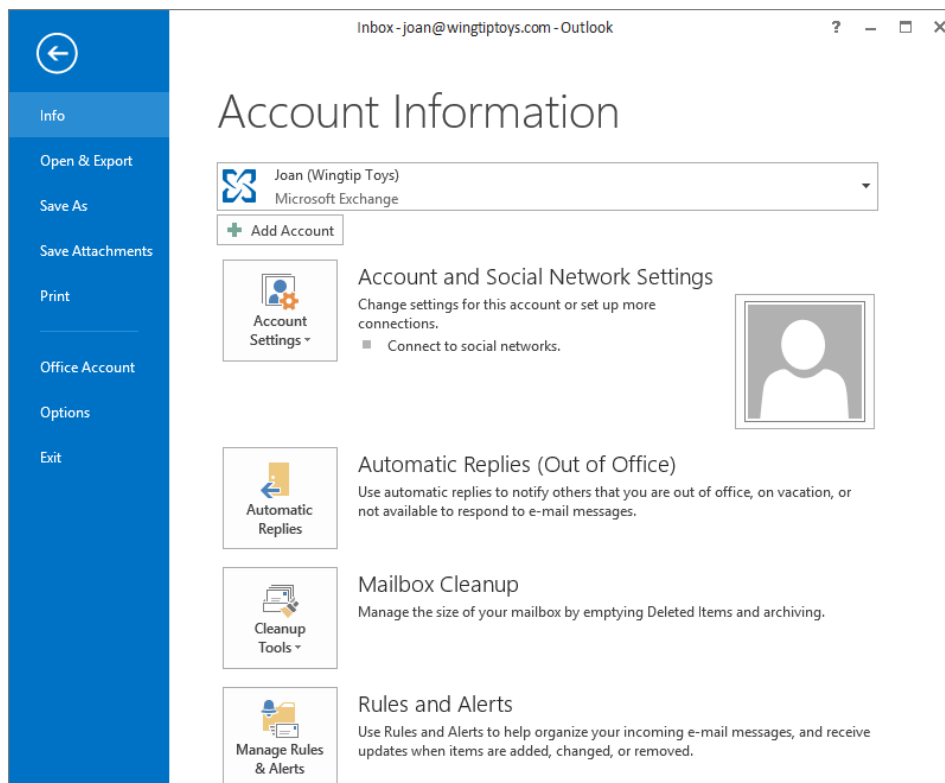
The Backstage view, from which you can manage accounts and customize the program.

TIP The contents of the Backstage view when opened from the program window are identical regardless of which module you're working in. However, the Automatic Replies button is available only for Exchange accounts.

Commands available in the Backstage view are organized on pages, which you display by clicking the page tabs in the colored left pane. The Backstage view of Outlook 2013 includes the following pages:

- **Info** Manage account settings, automatic replies, mailbox size, rules, and alerts.

- **Open & Export** Open an external calendar file, Outlook data file, or other Outlook user's folder in Outlook; import and export files, settings, and RSS feeds.

- **Save/Save As** Save the active or selected item as a file to a local, network, or Internet location.

- **Save Attachments** Save attachments to a local, network, or Internet location. (Available only when the active or selected item has attachments.)

- **Print** Select a printer, set print options, preview the effect of the applied options, and print module content or selected items.

- **Office Account** Access information about your Outlook or Office installation, manage product activation, product keys, user settings, and connected services.

The Backstage view also includes a link to the Outlook Options window, from which you can manage program settings, and links to close the active item or exit the program.

SEE ALSO For information about managing program settings, see "Configuring Office and Outlook options" in Chapter 11, "Customize Outlook."

You redisplay the program or item and the ribbon by clicking the Back arrow located above the page tabs or the Exit command at the bottom of the left pane.

Getting help with Outlook 2013

Whenever you have a question about Outlook 2013 that isn't answered in this book, your first recourse is the Outlook Help system. This system is a combination of articles, videos, and training tools available from the Office website for reference when you are online, and basic information stored on your computer for reference when you are offline.

You can find Help resources in the following ways:

- To find out about an item on the screen, you can point to the item to display a ScreenTip. For example, to display a ScreenTip for a button, point to the button without clicking it. The ScreenTip gives the button's name, the associated keyboard shortcut if there is one, and unless you specify otherwise, a description of what the button does when you click it.

- In the Outlook program window, you can click the Microsoft Outlook Help button (a question mark) near the right end of the title bar to open the Outlook Help window.

- In a dialog box, you can click the Help button near the right end of the dialog box title bar to open the Outlook Help window and display any available topics related to the functions of that dialog box.

In this exercise, you'll search for information by using Outlook Help.

➡ SET UP **You don't need any practice files to complete this exercise. With Outlook running, follow the steps.**

1   Near the right end of the title bar, click the **Microsoft Outlook Help** button to open the **Outlook Help** window.

KEYBOARD SHORTCUT Press F1 to display the Outlook Help window.

TIP To switch between online and offline reference content, click the arrow to the right of Outlook Help and then click Outlook Help From Office.com or Outlook Help From Your Computer. You can print the information shown in the Help window by clicking the Print button on the toolbar to the left of the search box. You can change the font size of the topic by clicking the Use Large Text button on the toolbar.
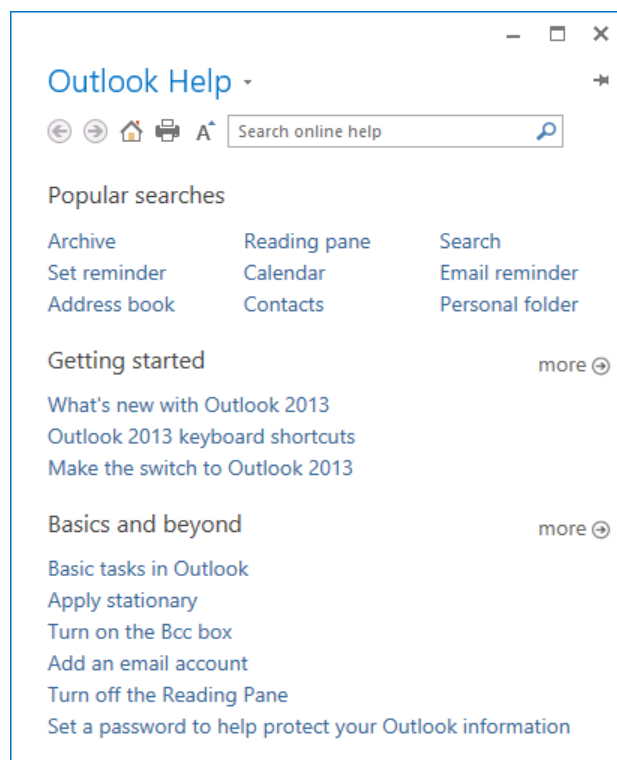
The home page of the Outlook Help window. Your Help window might look different from this one because the material on the Office website is regularly updated.
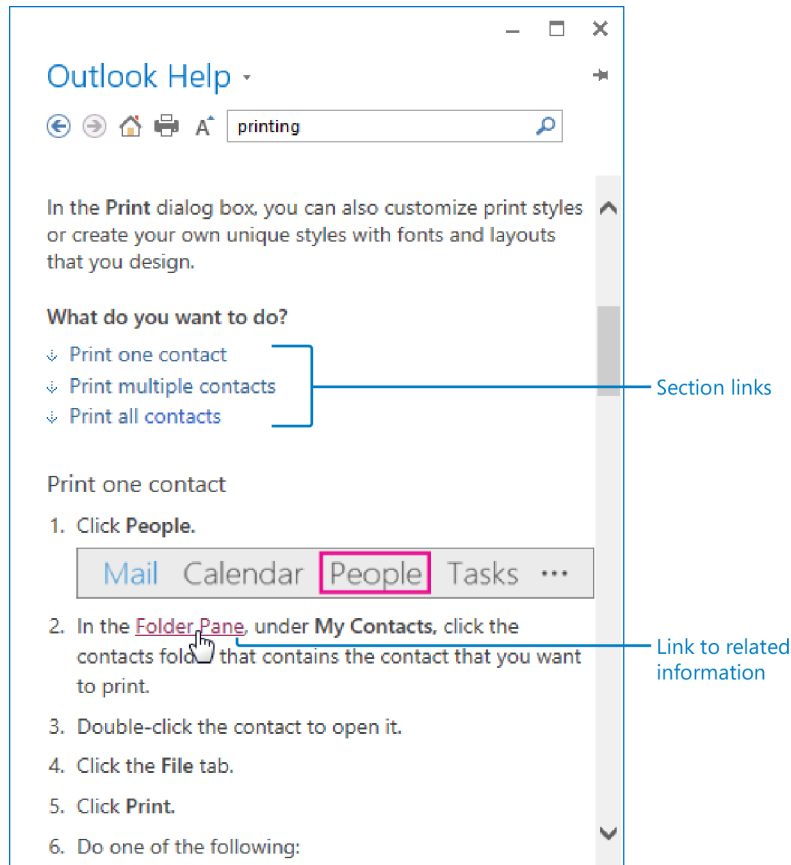
2   At the top of the **Outlook Help** window, in the search box, enter printing and then
     click the **Search** button (the magnifying glass) to display a list of topics related to
     printing Outlook items.
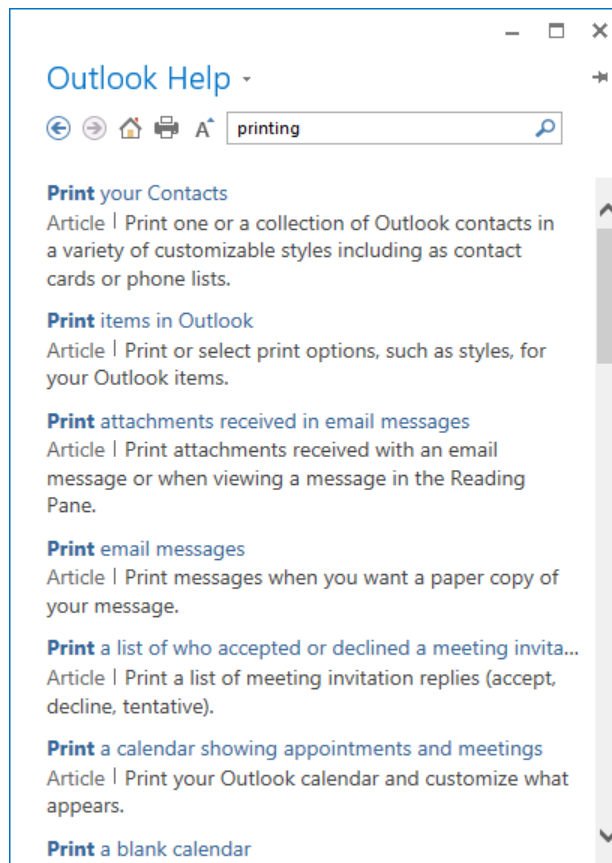
A typical list of Help topic search results.

3   Click the **Print your Contacts** link to display the corresponding article. Then scroll
     through the article and note the types of information it contains.

     TIP When section links appear in an article, you can click a link to move directly to
     that section of the article. You can click the Top Of Page link at the end of an article
     to return to the beginning. When Show All appears at the beginning of a Help topic,
     you can click it to display any hidden auxiliary information available in the topic, and
     then click Hide All to hide the information.

Outlook Help ▾

printing

In the **Print** dialog box, you can also customize print styles or create your own unique styles with fonts and layouts that you design.

What do you want to do?

⬇ Print one contact
⬇ Print multiple contacts   ——— Section links
⬇ Print all contacts

Print one contact

1. Click **People.**

Mail Calendar People Tasks ⋯

2. In the Folder Pane, under **My Contacts,** click the   ——— Link to related
   contacts folder that contains the contact that you want   information
   to print.

3. Double-click the contact to open it.

4. Click the **File** tab.

5. Click **Print.**

6. Do one of the following:

A typical Help article.

4   Display related information by clicking any link identified by colored text.

5   In the **Search** box, enter **services**, and then press the **Enter** key to display topics related to the search term.

6   In the results list, click **Connect services to Office 2013** to display that topic.

7   At the left end of the toolbar, click the **Back** button to return to the topics you previously displayed.

✖ CLEAN UP **Close the Outlook Help window when you finish exploring.**

Key points

- You can configure Outlook to connect to Exchange, Exchange ActiveSync, POP, and IMAP accounts.

- You can configure multiple email accounts within one Outlook profile.

- The Add Account wizard can connect to many email accounts automatically. You need to provide only your email address and account password.

- You can manually configure account connection settings or additional server settings such as the time to retain Internet account email messages.

- Outlook organizes different types of information in modules.

- The Outlook user interface provides module-specific and item-specific command structures in the familiar ribbon interface.

- The Outlook Help window provides access to current information and training materials for many aspects of the program.

Chapter at a glance

Mail

Work in the Mail module, page 45

Calendar

Work in the Calendar module, page 65

People

Work in the People module, page 73

Tasks

Work in the Tasks module, page 81

Explore Outlook 2013   2

IN THIS CHAPTER, YOU WILL LEARN HOW TO

- Work in the Outlook program window.

- Work in the Mail module.

- Work in the Calendar module.

- Work in the People module.

- Work in the Tasks module.

The Microsoft Outlook 2013 user interface includes many features and tools to help you easily store, find, and display information. Outlook functionality is divided among several modules that are specific to the content you work with in them, including Mail, Calendar, People, and Tasks. You display and work with one module at a time in the program window. The program window elements of each module present content-specific functionality.

The program window ribbon in each Outlook module displays commands specific to working with the Outlook items created and stored in that module. Similarly, the ribbon in each type of Outlook item window has a unique tab that displays commands specific to creating that type of item.

In this chapter, you'll first learn about the features and tools available in the Outlook program window. Then, you'll explore item window features in message windows, calendar item windows, contact record windows, and task windows.

PRACTICE FILES You don't need any practice files to complete the exercises in this chapter.

Working in the Outlook program window

The first time you start Outlook, the program window displays the contents of the Mail module in Reading view, which hides or minimizes many of the tools you can use to manage your messages and other Outlook items. (The other available program window layout is Normal view.) When you subsequently start Outlook, the program window displays the view and arrangement of the Mail module that was active when you closed the program.

TIP In Outlook, the named views control the way the program window is laid out rather than the way actual content is displayed. After choosing a view, you can display and hide program elements, and also control the way Outlook displays information in the content area, by using commands on the View tab.

Any modifications you make to the display of elements in the Outlook program window are visible in Normal view. You can switch between these standard views by clicking the buttons on the View Shortcuts toolbar near the right end of the status bar.

TIP In addition to the two program window layout views, each module has standard content area view options. For information about the available views, see the individual module sections later in this chapter.

Program window elements

You can individually control the display, and in some cases the location, of program window elements from the View tab. In addition to the title bar, ribbon, and status bar that are common to all Microsoft Office programs, the Outlook program window includes four areas in which you work with Outlook items.

- **Folder Pane** This collapsible pane appears on the left side of the Outlook program window in every module. Its contents change depending on the module you're viewing—it might display links to email folders, Microsoft SharePoint lists and libraries, external content, or view options. By default, the Folder Pane is minimized to display only favorite folders. The Folder Pane setting (Normal or Minimized) remains the same as you switch among modules.

  When the compact Navigation Bar is displayed, it is incorporated into the Folder Pane and displayed vertically when the Folder Pane is minimized or horizontally when the Folder Pane is open.

  SEE ALSO For more information, see "Navigation Bar" later in this section.

Folder Pane   Content area   Reading Pane   To-Do Bar
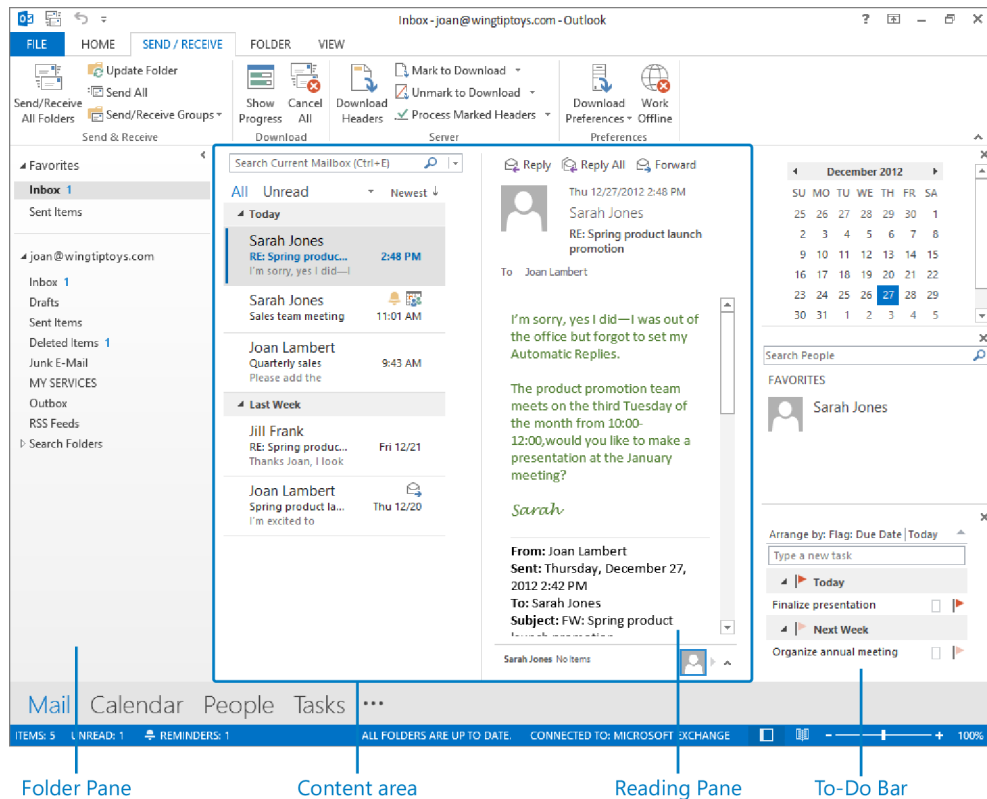
In the Mail module, the Outlook program window displays the message list and the Reading Pane.

- **Content area** The content area is the part of the program window bordered on the left by the Folder Pane and on the right by the To-Do Bar, when the To-Do Bar is displayed, or by the right side of the program window when it is not displayed. The content area displays the content of the selected module—your message list, calendar, contact records, or tasks—and can also host the Reading Pane.

- **Reading Pane** This optional pane can be displayed vertically or horizontally within the content area. Within the Reading Pane, you can preview and work with the content of a selected item, or display a full-featured preview of a file that is attached to an Outlook item (including Microsoft Word documents, Microsoft Excel worksheets, Microsoft PowerPoint presentations, and PDF files). The Reading Pane can also host the People Pane.

  The Reading Pane can be displayed in any Outlook module but is displayed by default only in the Mail and Tasks modules.

- **To-Do Bar** This optional pane displays the Calendar peek, People peek, and Tasks peek, or any combination of these that you choose. In Outlook 2013, the To-Do Bar can be either open or closed, but not minimized as it could be in previous versions of Outlook.

  The To-Do Bar can be displayed in any Outlook module, but is not displayed by default.

Navigation Bar

The Navigation Bar, which is new in Outlook 2013, is located near the lower-left corner of the program window, above the status bar. In previous versions of Outlook, the navigation controls were incorporated into the Folder Pane (formerly called the Navigation Pane). In Outlook 2013, the navigation controls are presented on the Navigation Bar, which can appear as a compact vertical or horizontal bar that displays only module icons, or as a larger horizontal bar with text labels.

The standard Navigation Bar is separate from the Folder Pane and does not change orientation. The compact Navigation Bar is incorporated into the Folder Pane and its orientation depends on whether the Folder Pane is minimized or expanded. To display more or fewer buttons on the vertical compact Navigation Bar, drag its top border up or down up. To display more or fewer buttons on the horizontal compact Navigation Bar, change the width of the Folder Pane.