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# BACKGROUND AND RATIONALE

## Disclaimer Information

### Disclaimer

#### General

We have extracted the keyboard shortcuts contained in this document from the Microsoft Office document "Keyboard shortcuts for Microsoft Outlook 2010." We have duplicated this information for ease of access, but have not verified that the keystrokes are compatible with JAWS or MAGic. The keyboard shortcuts described in this document refer to the U.S. QWERTY keyboard layout. For keyboard shortcuts in which you press two or more keys simultaneously, we show the keys to press separated by a plus sign (+). For keyboard shortcuts in which you press one key immediately followed by another key, we show the keys to press separated by a comma (,).

**Note**: This material focuses only on keystrokes relevant to Microsoft Office Outlook 2010. For keystrokes that are common throughout the Microsoft Office 2010 Suite, see the following training document, **“Keystrokes Common Throughout the Microsoft Office 2010 Suite”** located on the Office of Learning (OL) [Visual Impairment Curriculum](http://learning.ba.ssa.gov/OL/ewd/JAWSCurriculum.asp) page.

# Keyboard shortcuts for microsoft Office outlook 2010

## Outlook 2010 Keyboard Shortcuts

### Basic Navigation

#### General

Switch to Mail = CTRL+1

Switch to Calendar = CTRL+2

Switch to Contacts = CTRL+3

Switch to Tasks = CTRL+4

Switch to Notes = CTRL+5

Switch to Folder List in Navigation Pane = CTRL+6 Switch to Shortcuts = CTRL+7

Switch to next message (with message open) = CTRL+PERIOD

Switch to previous message (with message open) = CTRL+COMMA

Move between the Navigation 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 Navigation Pane, the Reading Pane, and the sections in the To-Do Bar = TAB

Move between the Outlook window, the smaller panes in the Navigation Pane, the Reading Pane, and the sections in the To-Do Bar, and show the access keys in the Outlook ribbon = F6.

Move around within the Navigation 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 = CTRL+COMMA

In the Reading Pane, go to the next message = CTRL + PERIOD

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 = LEFT ARROW or RIGHT ARROW, respectively

Move to next field in Reading Pane = SHIFT+TAB

Move to previous field in Reading Pane = CTRL+TAB

Go back to previous view in main Outlook window = ALT+B, ALT+LEFT ARROW

Go forward to next view in main Outlook window = ALT+RIGHT ARROW

Select the InfoBar and, if available, show the menu of commands = CTRL+SHIFT+W

### Search

#### General

Find a message or other item = CTRL+E

Clear the search results = ESC

Expand the search to include All Mail Items, All Calendar Items, or All Contact Items, depending on the view you are in = CTRL+ALT+A

Use Advanced Find = CTRL+SHIFT+F

Create a Search Folder = CTRL+SHIFT+P

Search for text within a message or other item = F4

Find and replace text, symbols, or some formatting commands within open items. Works in the Reading Pane on an open item = CTRL+H

Expand search to include items from the current folder = CTRL+ALT+K

Expand search to include subfolders = CRTL+ALT+Z

### Flags

#### General

Open the Flag for Follow Up dialog box to assign a flag = CTRL+SHIFT+G

### Color Categories

#### General

Delete the selected category from the list in the Color Categories dialog box = ALT+D

### Create an Item or File

#### General

Create an appointment = CTRL+SHIFT+A

Create a contact = CTRL+SHIFT+C

Create a Contact List = CTRL+SHIFT+L

Create a fax = CTRL+SHIFT+X

Create a folder = CTRL+SHIFT+E

Create a Journal entry = CTRL+SHIFT+J

Create a meeting request = CTRL+SHIFT+Q

Create a message = CTRL+SHIFT+M

Create a note = CTRL+SHIFT+N

Create a new Microsoft Office document = CTRL+SHIFT+H

Post to this folder = CTRL+SHIFT+S

Post a reply in this folder = CTRL+T

Create a Search Folder = CTRL+SHIFT+P

Create a task = CTRL+SHIFT+K

Create a task request = CTRL+SHIFT+U

### All Items

#### General

Save (except in Tasks) = CTRL+S or SHIFT+F12

Save and close (except in Mail) = ALT+S

Save as (only in Mail) = 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

Turn on editing in a field (except in Mail or Icon view) = F2

Left align text = CTRL+L

Center text = CTRL+E

Right align text = CTRL+R

### E-Mail

#### General

Switch to Inbox = CTRL+SHIFT+I

Switch to Outbox = CTRL+SHIFT+O

Choose the account from which to send a message = CTRL+TAB (with focus on the To box) and then TAB to the Accounts button

Check names = CTRL+K

Send = ALT+S

Reply to a message = CTRL+R

Reply all to a message = CTRL+SHIFT+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 = UP ARROW

Go to the next message = DOWN ARROW

Create a new message (when in Mail) = CTRL+N

Create a new 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 Mail Tip 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

Send a multimedia message = CTRL+SHIFT+U

Create a text message = CTRL+SHIFT+T

Mark for Download = CTRL+ALT+M

Clear Mark for Download = CTRL+ALT+U

Display Send/Receive progress = CTRL+B (when a Send/Receive is in progress)

### Calendar

#### General

Create a new appointment (when in Calendar) = CTRL+N

Create a new appointment (in any Outlook view) = CTRL+SHIFT+A

Create a new meeting request = CTRL+SHIFT+Q

Forward an appointment or meeting = CTRL+F

Reply to a meeting request with a message = CTRL+R

Reply All to a meeting request with a message = CTRL+SHIFT+R

Show 10 days in the calendar = ALT+0

Show 1 day in the calendar = ALT+1

Show 2 days in the calendar = ALT+2

Show 3 days in the calendar = ALT+3

Show 4 days in the calendar = ALT+4

Show 5 days in the calendar = ALT+5

Show 6 days in the calendar = ALT+6

Show 7 days in the calendar = ALT+7

Show 8 days in the calendar = ALT+8

Show 9 days in the calendar = ALT+9

Go to a date = CTRL+G

Switch to Month view = ALT+= 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

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 appointment or task = CTRL+G

### Contacts

#### General

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 the Card or Business Card view of contacts, go to the first contact that starts with a specific letter = SHIFT+letter

Select all contacts = CTRL+A

Create a new message that uses the selected contact as subject = CTRL+F

Create a Journal entry for the selected contact = CTRL+J

Create a new contact (when in Contacts) = CTRL+N

Create a new contact (from any Outlook view) = CTRL+SHIFT+C

Open a contact form for the selected contact = CTRL+O Create a new Contact List = CTRL+SHIFT+L

Print = CTRL+P

Update a list of Contact List 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

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

#### In the Electronic Business Cards Dialog Box

Open the Add list = ALT+A

Select text in 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 Edit box = ALT+E

Select the Fields box = ALT+F

Select the Image Align drop-down list = ALT+G

Select color palette for background = ALT+K, then ENTER

Select Layout drop-down list = ALT+L

Remove a selected field from the Fields box = ALT+R

### Tasks

#### General

Show or hide the To-Do Bar = ALT+F2

Accept a task request = ALT+C

Decline a task request = ALT+D

Find a task or other item = CTRL+E

Open the Go to Folder dialog box = CTRL+Y

Create a new task (when in Tasks) = CTRL+N

Create a new 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 new task request = CTRL+SHIFT+ALT+U

Switch between the Navigation Pane, Tasks list, and To-Do Bar = TAB or SHIFT+TAB

Open selected item as a Journal item = CTRL+J

Undo last action = CTRL+Z

Flag an item or mark complete = INSERT

### Format Text

#### General

Display the Format menu = ALT+O

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+] or CTRL+SHIFT+>

Decrease font size = CTRL+[ or CTRL+SHIFT+<

Cut = CTRL+X or SHIFT+DELETE

Copy = CTRL+C or CTRL+INSERT

Note: CTRL+INSERT is not available in the Reading Pane

Paste = CTRL+V or SHIFT+INSERT

Clear formatting = CTRL+SHIFT+Z or CTRL+SPACEBAR

Delete the next word = CTRL+SHIFT+H

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

#### General

Edit a URL in the body of an item = Hold down CTRL and click the mouse button

Insert a hyperlink = CTRL+K

### Print Preview

#### General

Open Print tab in Backstage view = ALT+F, and then press P

To print an item from an open window = ALT+F, press P, and then press F and press 1

Open Page Setup from Print Preview = ALT+S or ALT+U

To select a printer from Print Preview = ALT+F, press P, and then press I

To Define Print Styles = ALT+F, press P, and then press L

To open Print Options = ALT+F, press P, and then press R

### Send/Receive

#### General

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

#### General

Open Visual Basic Editor = ALT+F11

### Macros

#### General

Play macro = ALT+F8

### Forms

#### General

Create a new Microsoft Office InfoPath form = Click in an InfoPath folder, and then CTRL+N

Choose a Microsoft InfoPath form = CTRL+SHIFT+ALT+T

# Views

## Table View

### General Use

#### General

Open an item = ENTER

Select all items = CTRL+A

Go to the item at the bottom of the screen = PAGE DOWN

Go to the item at the top of the screen = PAGE UP

Extend or reduce the selected items by one item = SHIFT+UP ARROW or SHIFT+DOWN ARROW, respectively

Go to the next or previous item without extending the selection = CTRL+UP ARROW or CTRL+DOWN ARROW, respectively

Select or cancel selection of the active item = CTRL+SPACEBAR

### With a Group Selected

#### General

Expand a single selected group = RIGHT ARROW

Collapse a single selected group = LEFT ARROW

Select the previous group = UP ARROW

Select the next group = DOWN ARROW

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 = RIGHT ARROW

### All Groups

#### General

Collapse all groups = CTRL+MINUS SIGN

Expand all groups = CTRL+SHIFT+PLUS SIGN

### Calendar Day/Week/Month View

#### All Three Views

View from 1 through 9 days = ALT+key for number of days

View 10 days = ALT+0 (ZERO)

Switch to weeks = ALT+MINUS SIGN

Switch to months = ALT+=

Move between Calendar, TaskPad, and the Folder List = CTRL+TAB or F6

Select the previous appointment = SHIFT+TAB

Go to the previous day = LEFT ARROW

Go to the next day = RIGHT ARROW

Go to the same day in the next week = ALT+DOWN ARROW

Go to the same day in the previous week = ALT+UP ARROW

### Day View

#### General

Select the time that begins your work day = HOME

Select the time that ends your work day = END

Select the previous block of time = UP ARROW

Select the next block of time = DOWN ARROW

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, ALT+UP ARROW or ALT+DOWN ARROW, respectively

Change an appointment's start or end time = With the cursor in the appointment, 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

### Week View

#### General

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

### Month View

#### General

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

#### General

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 View or Address Cards View

#### General Use

Select a specific card in the list = One or more letters of the name that the card is filed under or the name of the field that you are sorting by

Select the previous card = UP ARROW

Select the next card = DOWN ARROW

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 = RIGHT ARROW

Select the closest card in the previous column = LEFT ARROW

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

### Move between Fields in an Open Card

#### General

To use the following keys, make sure to select a field in a card. To select a field when you have selected a card, click the field.

Move to the next field and control = TAB

Move to the previous field and control = SHIFT+TAB

Close the active card = ENTER

### Move between Characters in a Field

#### General

To use the following keys, make sure to select a field in a card. To select a field when you have selected a card, click the field.

Add a line in a multi-line field = ENTER

Move to the beginning of a line = HOME

Move to the end of a line = END

Move to the beginning of a multi-line field = PAGE UP

Move to the end of a multi-line field = PAGE DOWN

Move to the previous line in a multi-line field = UP ARROW

Move to the next line in a multi-line field = DOWN ARROW

Move to the previous character in a field = LEFT ARROW

Move to the next character in a field = RIGHT ARROW

### Timeline view (Tasks or Journal)

#### When an Item is Selected

Select the previous item = LEFT ARROW

Select the next item = RIGHT ARROW

Select several adjacent items = SHIFT+LEFT ARROW or SHIFT+RIGHT ARROW

Select several nonadjacent items = CTRL+LEFT ARROW+SPACEBAR or CTRL+RIGHT ARROW+SPACEBAR

Open the selected items = ENTER

Display the items one screen above the items on screen = PAGE UP

Display the items one screen below the items on screen = PAGE DOWN

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

#### When a Group is Selected

Expand the group = ENTER or RIGHT ARROW

Collapse the group = ENTER or LEFT ARROW

Select the previous group = UP ARROW

Select the next group = DOWN ARROW

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 = RIGHT ARROW

#### When a Unit of Time on the Time Scale for Days is Selected

Move back in increments of time that are the same as those shown on the time scale = LEFT ARROW

Move forward in increments of time that are the same as those shown on the time scale = RIGHT ARROW

Switch between active view, To-Do Bar, Search, Journal folders and back to active view = TAB and SHIFT+TAB

# JAWS Keystrokes for outlook

## JAWS Commands for Outlook

### Navigational

#### Navigational

Move cursor to body text window = ALT+GRAVE (` symbol. When you have created a new message)

Move back one item = CTRL+COMMA (when message is open)

Move forward one item = CTRL+PERIOD (when message is open)

Move to Attachments list = INSERT+A (when message is open)

Select Address button in Contacts = ALT+SHIFT+9 (when a contact is opened)

Select Cc… button = ALT+SHIFT+4 (when a new message is created)

Select Reminder Sounds = ALT+SHIFT+7 (when a new task is created)

Select To… button = ALT+SHIFT+3 (when a new message is created)

### Message List

#### Message List

Note: Column headers will vary based on the message list that is open, for example, the Inbox versus Sent Items. For a brief explanation of the various message list columns available, see the Column Header Descriptions section.

Read First Column Header = INSERT+CTRL+1

Read Second Column Header = INSERT+CTRL+2

Read Third Column Header = INSERT+CTRL+3

Read Fourth Column Header = INSERT+CTRL+4

Read Fifth Column Header = INSERT+CTRL+5

Read Sixth Column Header = INSERT+CTRL+6

Read Seventh Column Header = INSERT+CTRL+7

Read Eighth Column Header = INSERT+CTRL+8

Read Ninth Column Header = INSERT+CTRL+9

Read Tenth Column Header = INSERT+CTRL+0

### Custom Form Headers

#### Custom Form Headers

Note: The custom form header commands only work when a message is open.

Read First Header = ALT+1

Read Second Header = ALT+2

Read Third Header = ALT+3

Read Fourth Header = ALT+4

Read Fifth Header = ALT+5

Read Sixth Header = ALT+6

Read Seventh Header = ALT+7

Read Eighth Header = ALT+8

Read Ninth Header = ALT+9

Read Tenth Header = ALT+0

Read Eleventh Header = ALT+EQUALS

### Reading

#### Reading

Start Skim Reading from the Cursor = CTRL+INSERT+DOWN ARROW

### Other

#### Other

Read Misspelled and Suggestion = INSERT+F7 (when Spelling and Grammar dialog box is open)

Say Date = CTRL+INSERT+D

Read MSAA Information = ALT+CTRL+SHIFT+M

View Attendee Status = CTRL+SHIFT+S

Reply Directly to Sender = INSERT+SHIFT+R (when message is open)

# Column Headers

## Column Header Descriptions

### Descriptions

#### Column Header Descriptions

The following briefly describes the various Outlook column headers. The headers will vary based on the Outlook message list that is open.

**Message**: JAWS announces the message status as read, unread, forwarded, or replied.

**Importance**: JAWS announces if a message is marked as having high, normal, or low importance.

**Reminder**: JAWS announces the message reminder status.

**Icon**: Outlook uses graphics to identify a message by its current state or type; for example, if it is a read or unread message, an Out of Office Auto Reply, a successful or unsuccessful Recall Report, a meeting cancellation, request, or acceptance.

**Flag Status**: JAWS announces the follow up status of the message; for example, unflagged, red flag, and so on.

**Attachment**: JAWS announces the number of items attached to a message.

**From**: JAWS announces the message sender’s name as it appears in the From column.

**To**: JAWS announces the message recipient’s name as it appears in the To column.

**Subject**: JAWS announces the message’s subject.

**Received**: JAWS announces the time and date that the message was received.

**Sent**: JAWS announces the time and date that the message was sent.

**Size**: JAWS announces the message size.

**Categories**: JAWS announces the category color associated with a message.

**Header Status**: JAWS announces the status as read, unread, forwarded, or replied.

# Glossary

## Office Outlook 2010

### Terms and Definitions

#### Office Outlook 2010

**Account Manager**: A wizard in Office Outlook 2010 that simplifies the process of setting up access to e-mail accounts.

**Attachment Preview**: A feature that allows you to view the contents of an attachment in the preview pane.

**Calendar Snapshot**: A static-HTML representation of a specific time in a calendar. Outlook generates a calendar snapshot when you send a calendar as an e-mail message.

**Color Categories**: A feature that allows you to categorize your e-mail messages, tasks, appointments, or contacts by assigning them specific colors for easy identification and better management.

**Document Library**: A library on a SharePoint site in which you can store your documents and link the library with Office Outlook. It allows you to work on your documents even while you are offline, and synchronize the changes after you reconnect to the network.

**Electronic Business Card**: A representation of the information about a contact. You can include a business card as your signature, send it as an e-mail attachment, or share it through Windows SharePoint Services.

**Instant Search**: An integrated search technique that allows you to search for keywords in your entire mailbox, including attachments, archived mail folders, personal folders, calendars, tasks, and contacts.

**Internet calendar**: A calendar that you can integrate with your Office Outlook calendar to read, subscribe to, and receive updated information about events of your interest.

**Out of Office Assistant**: A feature to send customized out-of-office messages. You can customize different out-of-office messages for different recipients and set the day and time at which Outlook sends the messages.

**Resource**: A Resource is a special type of attendee for a meeting. A Resource is defined in an Exchange database.

**RSS**: An open, publicly defined and developed format based on standard XML. RSS enables you to subscribe to real-time information and monitor multiple sources of news, blogs, and other types of frequently updated content.

**RSS Feeds**: Web site designers define RSS Feeds by using an application with RSS compatibilities. To get frequent updates of new information, you need to subscribe to RSS feeds.

**To-Do Bar**: A feature that enables you to manage e-mail messages flagged for follow-up, tasks, and calendar information efficiently.

# FEEDBACK SHEET

Request to the instructor:

As you use this training package, please document errors, omissions, and revisions and notify us of any required editing. At the completion of this segment, you should mail this form to the address on the next page.

**Source of report:**

Location of training: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Your name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Your phone number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Timeframes:**

How much time did it take to present this material?

**Topics:**

Is there any material in the lesson that is covered but not relevant to your position that we should remove? If so, what?

Can you identify any topic not covered in this lesson that should be included?

**Complexity level:**

Are there any lessons that appear either too simple or too complex? Which ones? Why?

**Testing:**

How would you rate the usefulness of the tests and exercises?

1 2 3 4 5

Irrelevant Adequate Quite Helpful

Please note your corrections below or attach a photocopy of corrected pages.

Page # Correction Needed

**Comments:**

Use the space below for your comments on how we can improve this material.

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Or email comments to [gregory.gill@ssa.gov](mailto:gregory.gill@ssa.gov?subject=Training%20Material%20Feedback)