Some basics:

1. E-mail and calendar are completely integrated. A meeting invitation will generate an e-mail that appears in your inbox and displays on your calendar.
2. Right clicking (Control click on a Mac) will often display a menu that contains the action you are looking for.
3. Moving your mouse over an icon will display the icon's function.
4. Icons without a down-arrow next to them do only one thing. There is no drop-down menu.
5. Clicking on an icon or title can produce something different than when you click on the down arrow next to it. For example clicking on New in the menu bar will bring up the form to create a new e-mail. However clicking on the down arrow to its right will display a list of options.
6. Arrows pointing to the right are used to expand and collapse lists. In the example to the right, the solid arrow shows that Ann Beebe's list of files is expanded, but the Inbox folder is collapsed.

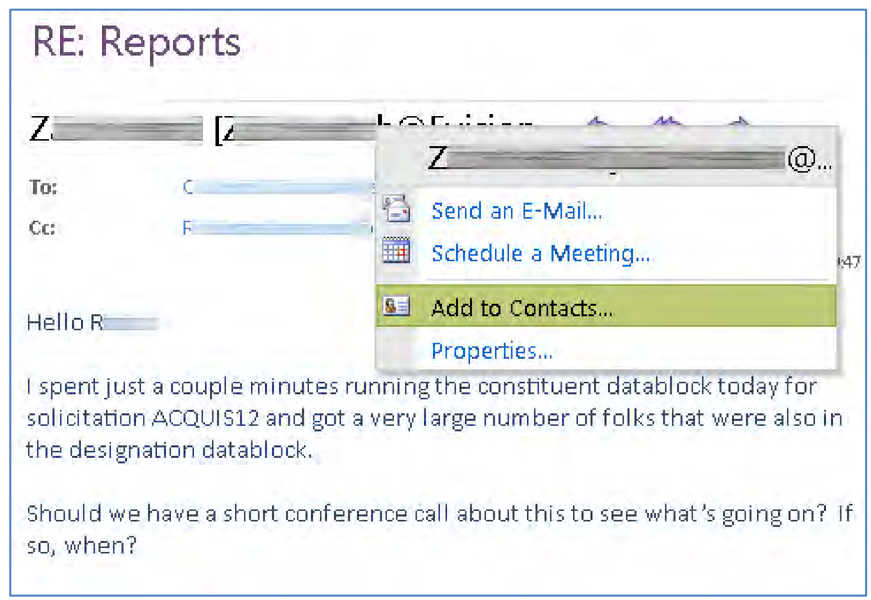
7. Always click the Save button,  when you have entered some text in an e-mail, contact or appointment.
8. Don't be afraid to try something, you can't break it. Try opening one of the Help videos in a separate browser window and follow along. The User Guides and videos can be found at: http://ets.fhda.edu/call_center/OutlookGuides or click on the **"?"** to view the online help.
9. Clicking on the Address Book will display the district address book with all contact information and meeting rooms. Entering a name in "Find Someone" next to it, will allow you search for a specific person.
10. Appointments are meetings only involving the user (i.e. Dentist appointment) and become a Meeting when people are invited. Any appointment can be modified to invite attendees. Events are "All day events" and create banners similar to what is displayed in Meeting Maker.
11. There are two kinds of contacts:
    a. Foothill – De Anza District contacts found in address book
    b. Personal Contacts – you have added

The Fastest Way to Add a Contact

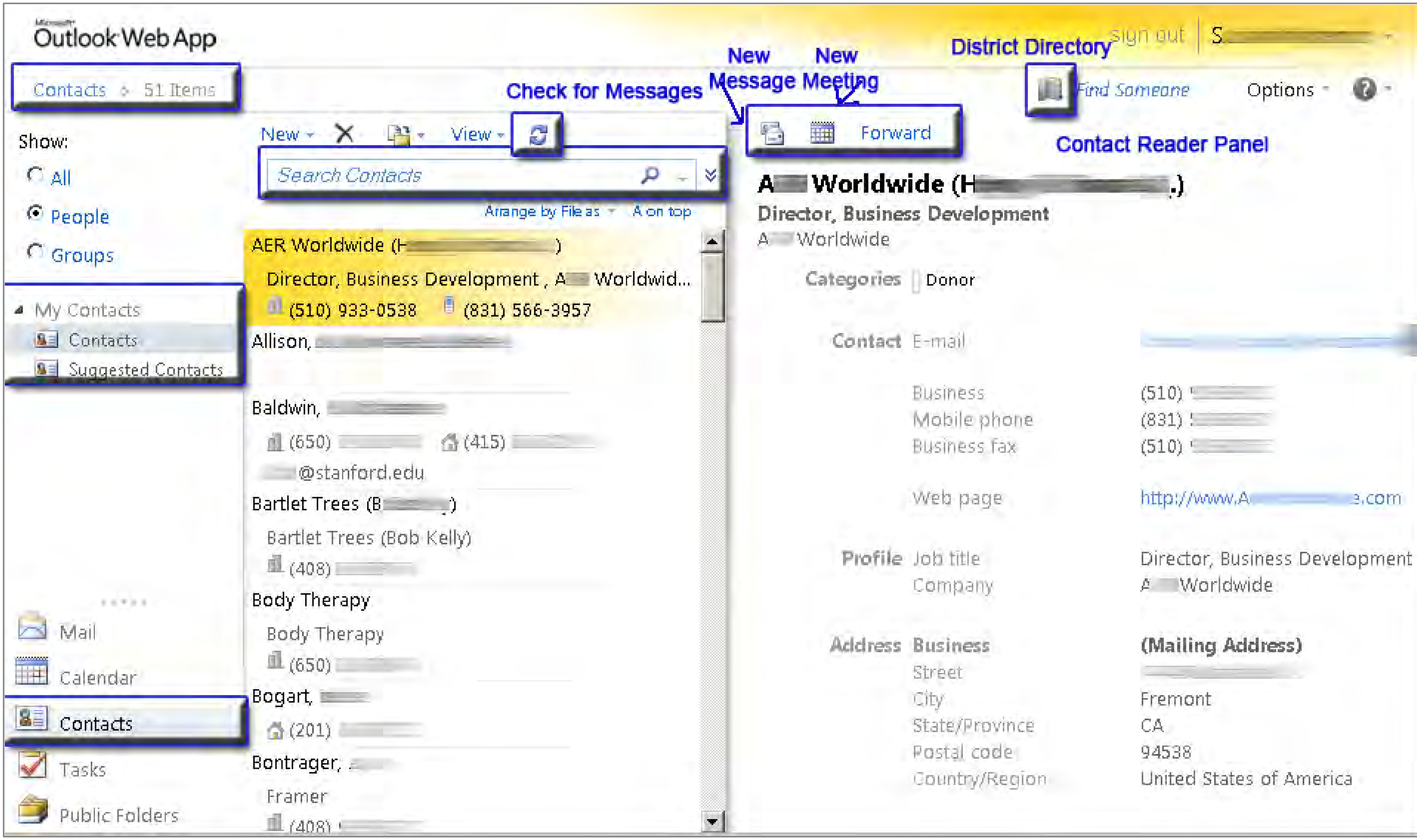
When you receive an e-mail from someone who does not have an fhda.edu e-mail address that you want to include in your Personal Contacts list, simply:

- point the cursor to the e-mail address
- right-click
- select "Add to Contacts"

In the example to the right, the e-mail is displayed in the reader panel. You do not have to open the e-mail for this to work.

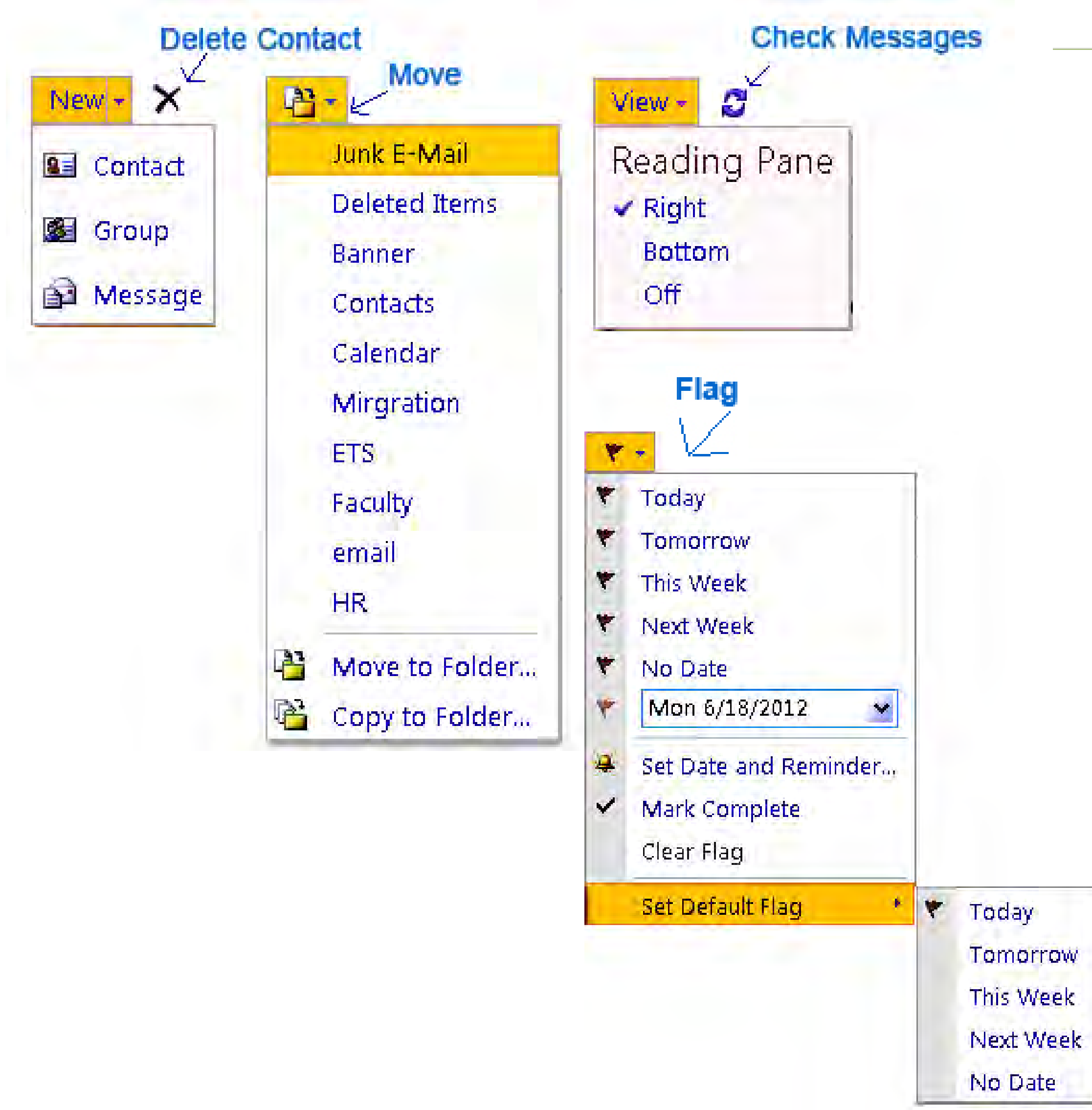


The Contacts Screen: - to display click Contact navigation button in the lower left corner of the screen.



Contact Menus:

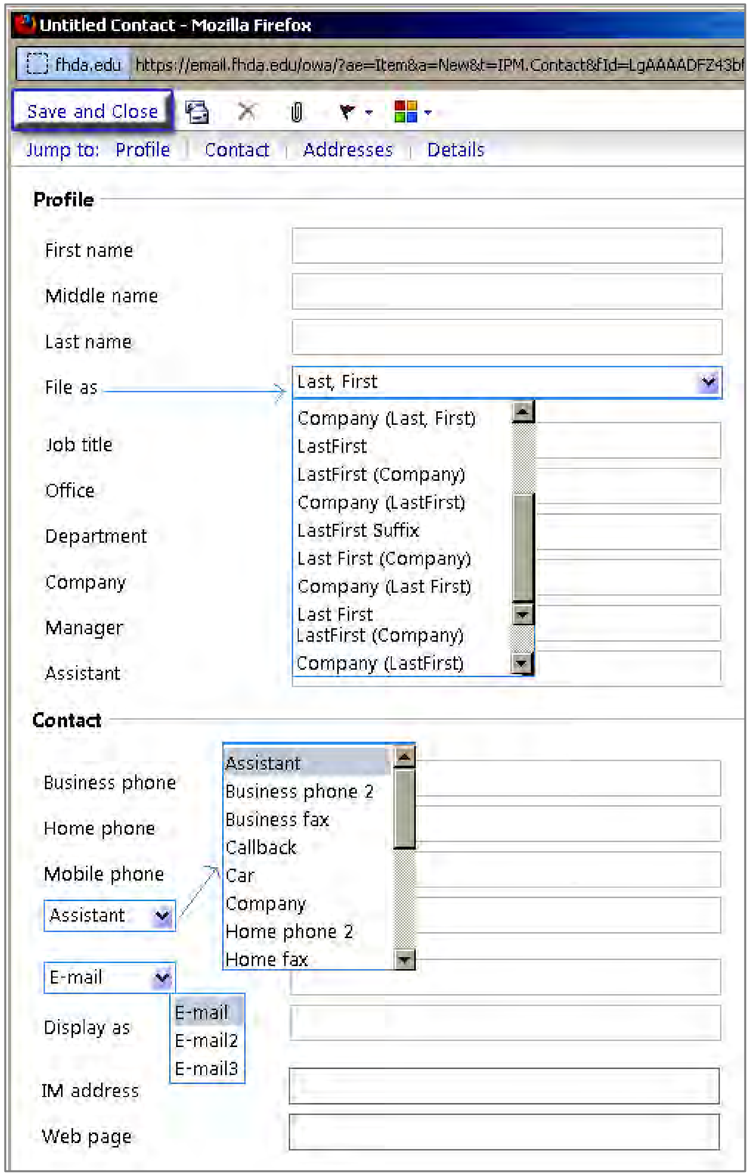
- Clicking “New” will open the new contact pop-up window.
- Clicking the down arrow to the right displays the drop-down menu.
- The “Move” drop-down menu displays a list of folders. Clicking a folder title will move the selected contact to that folder. Beaware that you will not be able to display a contact when you view the folder in OWA. However, you will see it, using the desktop version of Outlook. It is best to not move contacts only to other contact folders in OWA.
- The “View” menu controls the placement of the the reading panel. It will display all the information for the selected contact.
- The circular arrows will cause the system to check for new messages.
- You can set “Flags” using the Flag icon found at the top of the Contacts, Message and Meeting Windows. By flaging an item, you are adding it to your task list. If you click on the Flag icon, it will set the Default Flag which you can setup using the drop-down menu.
- Categories allow you to color code items. There are 25 colors which you can label.



New Contact Form:

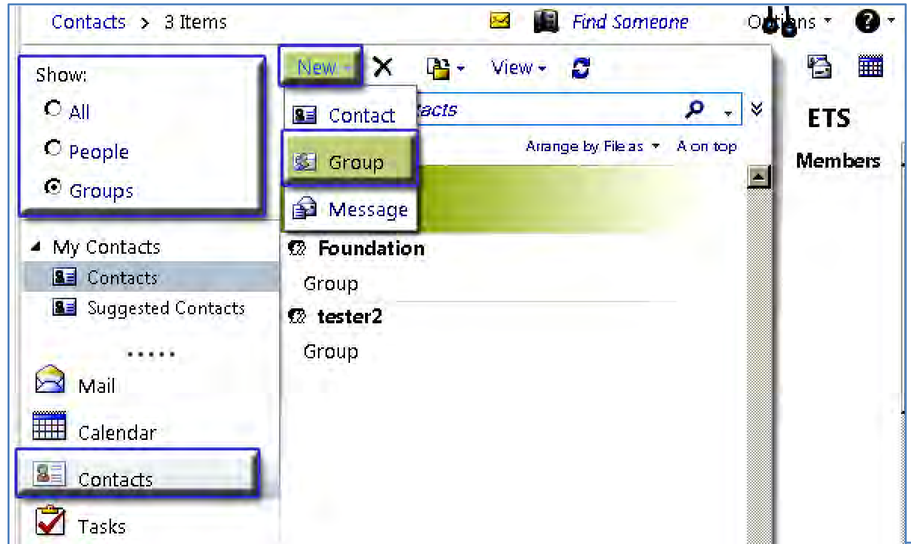
- You can start the process to add a new contact by clicking “New” on the contacts screen or right-clicking after opening the District Address book.
- When you add a new contact, the Contacts pop-up window displays. It contains four sections :Profile, Contact, Addresses and Details. You can jump to any section by clicking on the section title after the Jump to:
- It is important to click “Save and Close” (upper right-hand corner) after entereing the contacts information.
- The icons on the top of the can be used to:

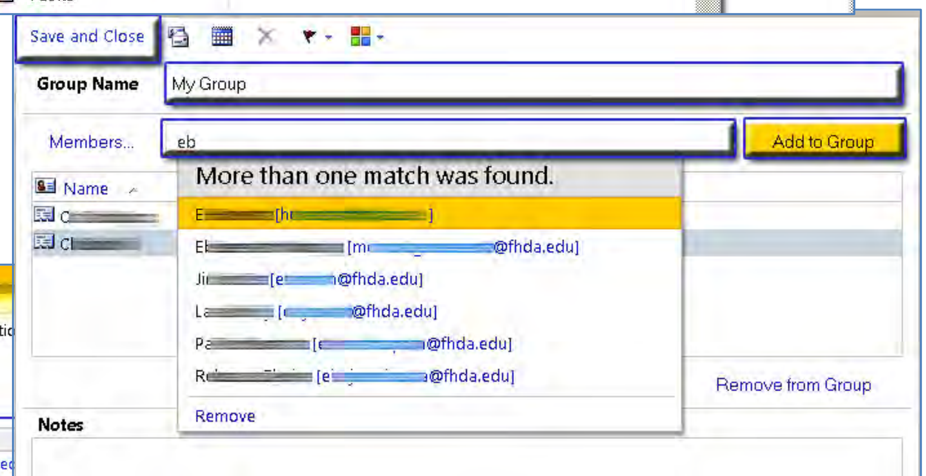
	To send an e-mail to the contact
	Delete the contact
	Attach a document to the contact
	Set the follow up flag (see flag menu on page3)
	Apply & Manage Categories

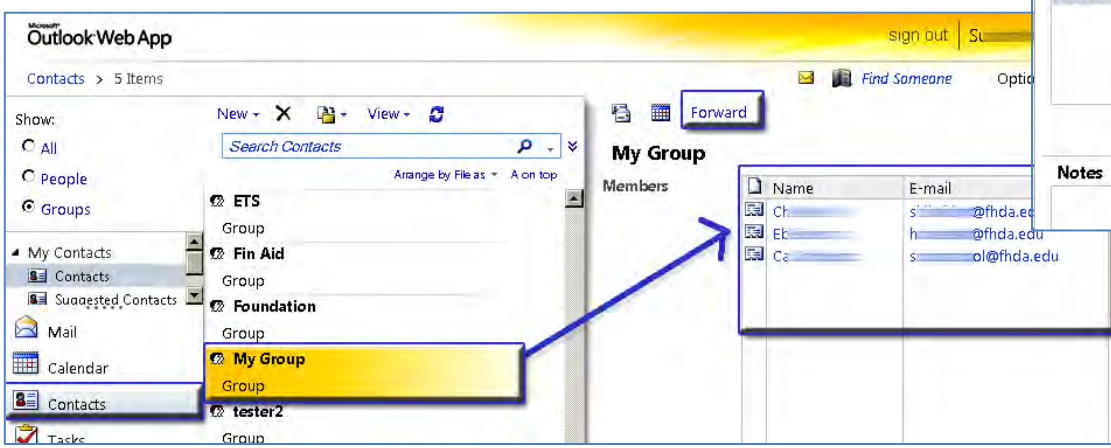


Creating Groups:

- Go to Contacts (Navigation button in lower left of screen)
- To display your list of groups, click “Show Groups” on the left
- Click on the drop-down arrow next to New at the top of the screen
- Select Group
- You will now see a pop-up window that you can use to cereat a new group.
- Give the Group a name
- In the Members field enter part of the name of the person you wish to add to the group:
    - o If it is someone you have sent a message or meeting request to, the name(s) that match you criteria will display and you can select the correct person.
    - o If the name is not saved in your cache, the Add to Group button acts just like the Check Names button. Clicking it will display a list of names that match what you entered.
- Click Save & Close button and the group will be added to your list of groups.
- To send a message or meeting inviation to a group simply type in the group name (the first time you will need to click Check Names) and the group will display.







- To edit the group, double click it and you can add and remove members.
- To send a group list, click Forward and a message window will appear with the group as an attachement. The receipient will then be able to add the group to their list of groups.