

Working with Outlook 2013 and Window-Eyes: Part 1

Microsoft Outlook is a robust communication and organizational tool that offers a rich feature set allowing users to manage their email, calendar, contacts and more. This worksheet is a supplemental resource for the Outlook 2013 training webinar and includes learning objectives as well as several review questions to help reinforce helpful tips and best practices for working with Outlook 2013 and Window-Eyes.

Learning Objectives

- Learn how to add a new email account
- Identify Outlook components and key features
- Learn how to optimize the view settings in Mail
- Identify and learn how to use the email message list
- Identify and learn how to use the navigation pane
- Identify the features of the Outlook Enhance app
- Learn how to enable message virtualization
- Learn how to open and read the body of an email message
- Learn how to open and save attachments
- Learn how to read and access the email header fields
- Learn how to compose and send an email message
- Learn how to insert a file attachment

Review Questions

1. What are the two popular email protocols that most email service providers offer?

Answer: POP (Post Office Protocol) and IMAP (Internet Message Access Protocol)

2. What email protocol should you choose if you want to have your emails and email folders synchronized on multiple devices?

Answer: IMAP

3. What are the keyboard shortcuts you can press to add a new email account?

Answer: Alt-F (File Tab), I (Information), D (Add Account)

4. What are the five primary components of Outlook 2013?

Answer: Mail (Control-1), Calendar (Control-2), Contacts (Control-3), Tasks (Control-4) and Notes (Control-5)

5. It is recommended that you turn the Message Preview, Reading Pane, To-Do Bar and People Pane off in each email folder that you use. Under what tab control in the Ribbon can you find these items and what is the keyboard shortcut to activate this tab control?

Answer: View, Alt-V.

6. What is the Outlook keyboard shortcut to switch to the Inbox message list?

Answer: Control-Shift-I

7. How can you quickly move focus from the email message list to the tree view of email folders in the Navigation Pane?

Answer: Shift-Tab

8. What Outlook Enhance feature (when enabled) allows you to access email messages just like a web page using Browse Mode features and how do you enable this feature?

Answer: Message Virtualization - select Enable Message Virtualization from the Add-in Settings pull down found in the Outlook Enhance pull down in the Window-Eyes Apps menu

9. What is the default hot key in Outlook Enhance to display the Attachments dialog when you are in an open email message?

Answer: Control-Alt-A

10. What are the email header fields available in Outlook 2013 messages and what are the Window-Eyes hot keys used to read them?

Answer: From (Alt-1), Date/Sent (Alt-2), To (Alt-3), CC (Alt-4), BCC (Alt-5), Subject (Alt-6), Attachments (Alt-7), Status (Alt-8)

11. How do you move focus to the From field in an email message, so you can copy the sender's email address?

Answer: Press Alt-1 twice

12. What are the Outlook keyboard shortcuts for composing and then sending a new message?

Answer: Control-N for New, Alt-S or Control-Enter to Send.

13. What is the sequence of Outlook keyboard shortcuts used to activate the Attach File item found under the Insert tab of the Ribbon?

Answer: Alt-N, A, F