

FAQ WORKING SM@RT WITH NEW OUTLOOK FREQUENTLY ASKED QUESTIONS + ANSWERS

A: Set-up HOW TO:

FAQ A1. Plan Tomorrow Today

FAQ A2. Turn off email notifications

FAQ A3. Setup multiple screen displays

FAQ A4. Change Microsoft Windows language

FAQ A5. View Emails by Conversation

FAQ A6. Select Ribbon Bar

FAQ A7. Select Quick Actions in Emails

FAQ A8. Setup To Do App Settings

FAQ A9. Turn on Calendar Reminders

B: Email HOW TO:

FAQ B1. Colour code emails

FAQ B2. Divert emails away from Inbox with Rules/Filters

FAQ B3. Create Templates for frequently used content

FAQ B4. Change time before emails are marked as 'Read'

FAQ B5. Get Back on Track after Holiday/Absence

A: Set-up

FAQ A1. How to Plan Tomorrow Today (Paste into a daily recurring Appointment)

CLEAN-UP TODAY

1. Action all Pinned emails
2. Pin and 'Unsnooze' any urgent 'Short-term' emails
3. Triage any emails in 'Inbox' until empty
4. Re-date any Tasks not completed today

PLAN TOMORROW

5. Check enough 'My Work' time blocked for Tasks
6. Check preparation for meetings?
7. Prioritise top 3 Tasks + block time for key Tasks

LONGER-TERM

7. Look 'over horizon' – and adjust plan as needed
8. Make notes of own achievements (OneNote page)

FAQ A2. HOW TO TURN OFF EMAIL NOTIFICATIONS

Settings Wheel (Top right corner) > General > Notifications > Notify me about > On > Only from favourite people > On > Mentions > On > Save

FAQ A3. HOW TO SETUP MULTIPLE SCREEN DISPLAYS

Windows Button > Settings > System > Display > Multiple Displays > Select "Extend Desktop to this Display"

FAQ A4. HOW TO CHANGE MICROSOFT LANGUAGE

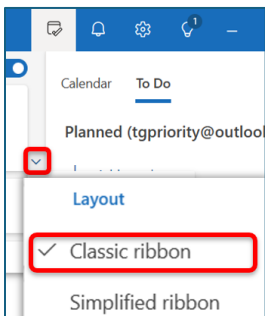
Settings Wheel (Top right corner) > General > Language and time or Region and time zone > Adjust Date format and Time format > Click Save > Re-start all Office programmes for the changes to take effect

FAQ A5. HOW TO VIEW EMAILS BY CONVERSATION

Settings Wheel (Top right corner) > Email > Layout > Don't sort my messages > Message Organisation > Show email by conversation + Newest on top > Save

FAQ A6. HOW TO SELECT RIBBON BAR

Drop-down > Classic ribbon

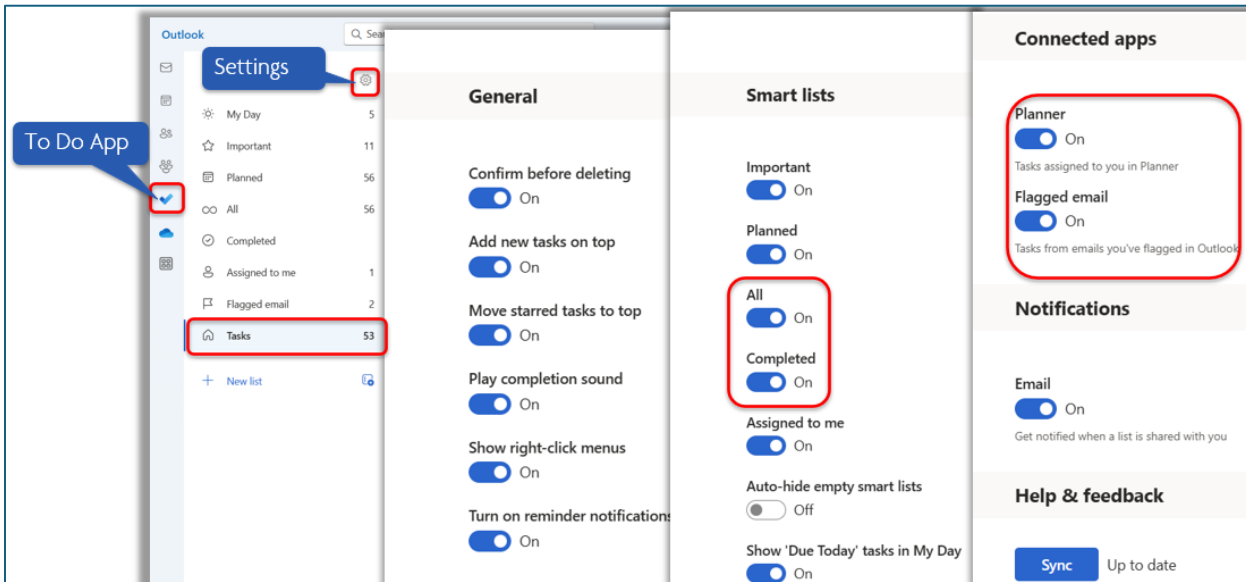


FAQ A7. HOW TO SELECT QUICK ACTIONS IN EMAILS

Settings Wheel (Top right corner) > Email > Customise Actions > Quick actions – select to appear in emails: Delete + Pin + Flag + Move to a folder

FAQ A8. HOW TO SETUP TO DO APP SETTINGS

To Do Icon > Setting Wheel > Tasks:



FAQ A9. HOW TO TURN ON CALENDAR REMINDERS

Settings Wheel (Top right corner) > General > Notifications > Calendar > On > Expand drop-down > Select Reminder > Turn on 'Automatically dismiss reminders for past events' > Save

FAQ B1. HOW TO COLOUR CODE EMAILS

1. Settings Wheel (Top right corner) › Email › Conditional Formatting › + Create a new conditional formatting rule › Name rule › Select a condition (drop-down) › Add other conditions as required › Select the font colour › Choose color (drop-down) › OK › Save

FAQ B2. HOW TO DIVERT EMAILS FROM INBOX WITH RULES/FILTERS

Settings Wheel (Top right corner) › Email › Rules › Follow on-screen instructions › Click on Add new rule

FAQ B3. HOW TO CREATE TEMPLATES FOR FREQUENTLY USED CONTENT

New Email › Apps › My Templates › + Template › Name Template › Enter Template text › Save

FAQ B4. HOW TO CHANGE TIME BEFORE EMAILS ARE MARKED AS ‘READ’

Settings Wheel (Top right corner) › Email › Message handling › Mark displayed items as read when the selection changes › In the unread filter › Tick: Always keep items unread unless I explicitly mark them as read

FAQ B5. HOW TO GET BACK ON TRACK AFTER HOLIDAY/ABSENCE – USE ‘SWEEP’

1. Block Time in Calendar to bring inbox update
2. Inbox › Highlight email from person(s)
3. Home › Sweep › Sweep messages › ‘Move all messages from the Inbox folder’ (or for permanent Sweeping use ‘Move all messages from the Inbox folder and any future messages’)
4. Move to: (Drop-down) › Select folder
5. OK
6. Manage Expectations: Send brief emails to advise when you will reply if not actioning in short-term

FAQ Updated 062024