

Outlook on the Web Cheat Sheet

(Focused on Outlook Web App — Mail, Calendar, People)

1. Anatomy of Outlook (Web)

- Navigation Bar (left): Switch between Mail, Calendar, People, and To-Do.
- Folder Pane (left column): Inbox, Sent, Drafts, Deleted, Junk, custom folders.
- Message List (centre): Emails in the selected folder, newest at the top.
- Reading Pane (right): Preview and read the selected message.
- Toolbar (top): New Message, Reply, Forward, Archive, Delete, Move, etc.
- Search Bar (top centre): Find emails, contacts, or events quickly.

2. Keyboard Shortcuts (Web Outlook)

- N → New Email
- Ctrl + Enter → Send Email
- R → Reply
- Shift + R → Reply All
- F → Forward
- E → Archive
- Delete → Delete selected message
- Ctrl + Shift + M → New Meeting invite
- Ctrl + 2 → Switch to Calendar
- Ctrl + 3 → Switch to People

3. Writing Emails

- To: Main recipient(s).
- Cc: For others to see the email but not the main audience.
- Bcc: Hidden recipients (use for confidentiality).

- Subject line: Short, clear, professional.
- Attachments: Paperclip icon → attach files from PC or OneDrive.
- Formatting: Toolbar for bold, bullet points, links, signatures.

4. Calendar Basics

- New Event → Title, date/time, location, details.
- Invite attendees → Add emails, choose if Teams/online link is needed.
- Recurring events → Daily, weekly, monthly options.
- Reminders → Pop-ups or email reminders before the event.

5. Online Safety in Outlook

- Hover over links before clicking; check web addresses.
- Don't download unexpected attachments.
- Use 'Report Phishing' option if suspicious.
- Enable Two-Factor Authentication (2FA) on Microsoft account.

6. Employability Link

- Professional communication: clear subject lines, polite tone, sign-offs.
- Keep job/CV emails separate from personal mail.
- Use folders/categories to stay organised.
- Calendar invites show reliability and time management.