QUICK Source

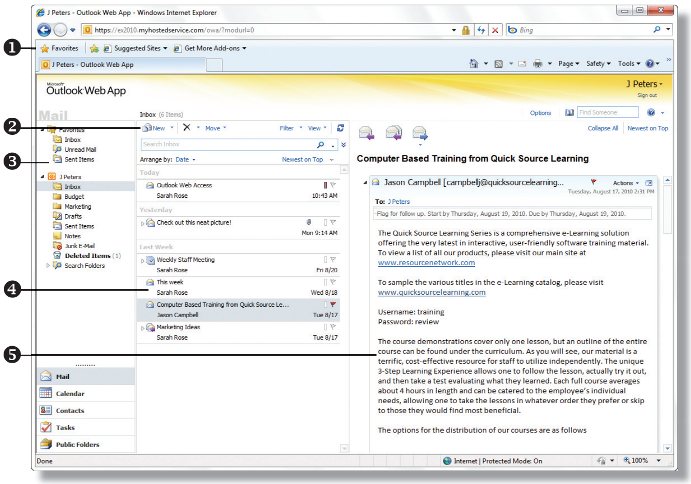
Microsoft®

Outlook Web App

in Exchange Server 2010

Getting Started

The Outlook Web App Window



❶ **Browser Toolbars** – allow the user to navigate in the browser.

❷ **Outlook Web Access Toolbar** – contains shortcuts for standard Outlook Web Access actions and tools. *(This toolbar changes depending on the current section view.)*

❸ **Navigation Pane** – contains shortcuts to folders and locations, as well as a hierarchical list of all folders.

❹ **View Pane** – displays the contents of the selected folder.

❺ **Reading Pane** – displays the contents of the selected e-mail message.

Signing In

The login screen will appear when you access Outlook Web App.

1. Do one of the following:
   - *To open the session on a computer used by more than one person,* select **This is a public or shared computer**.
   - *To open the session on a private computer,* select **This is a private computer**.
2. *Optional:* To open a faster, less secure Outlook Web App client, check the **Use the light version of Outlook Web App** box.
3. Enter your e-mail address in the **E-mail address** box.
4. Enter your password in the **Password** box.
5. Click the **Sign in** button.

Using the Navigation Pane

The following locations are accessible in the **Navigation Pane**:

NEW!

- **Favorites** – contains shortcuts to folders that you use most often.
- **Mail** – the main e-mail area where you can read, compose, receive, and send e-mail.
- **Calendar** – the scheduler, or planner, where you can set and manage appointments and tasks.
- **Contacts** – contains your contact list where you can store names, e-mail addresses, and other information.
- **Tasks** – the task list where you can create and manage tasks.
- **Public Folders** – the shared information area where you can share files and post information for other users.

Using the Reading Pane

- *To hide the Reading Pane,* click the **View** button on the toolbar and select **Off** from the resulting menu.
- *To change the location of the Reading Pane,* click the **View** button on the toolbar and select **Right** or **Bottom** from the resulting menu.
- *To resize the Reading Pane,* point to the left border (Right view) or top border (Bottom view) of the Reading Pane. When the pointer becomes a double-headed arrow, click and drag the border to resize.

Creating a New Folder

1. In the **Navigation Pane**, right-click the folder you want to place the new folder in.
2. Select **Create New Folder** from the shortcut menu.
3. Enter a name for the new folder.
4. Press the **Enter** key.

Working with Folders

1. Right-click the folder you want to work with.
2. Do one of the following:
   - *To rename the folder,* select **Rename** from the resulting menu. Enter a new name for the folder and press the **Enter** key.
   - *To delete the folder,* select **Delete** from the resulting menu. Click the **Yes** button to confirm deletion.

Note: You cannot rename or delete default folders.

Moving and Copying an Item

1. Select the item that you want to move or copy.
2. Click the **Move** button on the toolbar.
3. Do one of the following:
   - *To move the item to another location,* select **Move to Folder** from the resulting menu.
   - *To move the item to another location, leaving the original in its current location,* select **Copy to Folder** from the resulting menu.
4. Select the folder you want to move or copy to.
5. *Optional:* To create a new folder, select a folder to create the folder in and click the **Create New Folder** button. Enter the folder name and press the **Enter** key.
6. Click the **Move** or **Copy** button.

Deleting an Item

1. Select the item that you want to delete.
2. Click the **Delete** ✕ button on the toolbar, press the **Delete** key, or press **Ctrl + D**.

*Note: The deleted item will appear in your **Deleted Items** folder.*

Recovering a Deleted Item

1. Click the **Deleted Items** folder in the **Navigation Pane**.
2. Select the item that you want to recover.
3. Click and drag the item to a folder in the **Navigation Pane**.

*Note: To permanently delete items, right-click the **Deleted Items** folder and select **Empty Deleted Items** from the shortcut menu. Click the **OK** button to confirm deletion. You can not recover permanently deleted items.*

E-mail

Creating a Message

1. Click the **Mail** shortcut in the **Navigation Pane**.
2. Click the arrow on the **New** button on the toolbar.
3. Do one of the following:
   - *To enter an e-mail address that you have not entered before,* enter the recipient name or address in the **To** or **Cc** box. *(Click the **Check Names** button on the toolbar to make sure that the name or address is correct.)*
   - *To enter an e-mail address that you have entered before,* begin entering the recipient name or address in the **To** or **Cc** box. Select the name or address you want to use in the **AutoComplete** box that appears.
   - *To enter an e-mail address from your address book,* click the **To** or **Cc** button. Select the recipient you want to add and click the **To**, **Cc**, or **Bcc** button in the **Message recipients** section. Repeat for all recipients you want to add and click the **OK** button.
4. Enter a subject in the **Subject** box.
5. Enter message text in the message box.
6. *Optional:* To format message text, select the text and click the buttons on the text formatting toolbar.
7. Click the **Send** button when you are finished.

Note: Separate recipient names or e-mail addresses with a semicolon.

Reading a New Message

1. Click the **Inbox** shortcut in the **Navigation Pane**.
2. In the **View Pane**, do one of the following:
   - *To open a message in a separate window,* double-click the message. To close the message click the **Close** button in the upper-right corner of the message window.
   - *To view message contents in the **Reading Pane**,* click once on a message.

Note: When you receive a new message, a new item notification will appear in the upper-right corner of the window.

Opening or Saving an Attachment

1. Select or open the message that contains an attachment. *(A paper clip icon will be displayed next to the message in the **View Pane**.)*
2. Do one of the following:
   - *To open the attachment,* right-click the attachment name in the **Reading Pane** or message window and select **Open** from the shortcut menu. Click the **Open** button.
   - *To save the attachment to your computer,* right-click the attachment name and select **Save Target As** from the shortcut menu. Click the **Save** button.
   - *To view the attachment as a Web Page,* click the **Open as Web Page** shortcut next to the attachment name.

*Note: The **Open as Web Page** feature does not work for all attachment file types.*

Replying to a Message

1. Select the message you want to reply to.
2. Do one of the following:
   - *To reply to the sender only,* click the **Reply** button on the toolbar.
   - *To reply to the sender and all recipients,* click the **Reply All** button on the toolbar.
3. Enter reply text in the message box.
4. Click the **Send** button.

Forwarding a Message

1. Select the message you want to forward.
2. Do one of the following:
   - *To forward the message,* click the **Forward** button on the toolbar.
   - *To forward the message as an attachment,* click the arrow below the **Forward** button and select **Forward as Attachment** from the resulting menu. NEW!
3. Enter recipient names or e-mail addresses in the **To** and **Cc** boxes.
4. *Optional:* Enter a new subject in the **Subject** box.
5. *Optional:* Enter additional text in the message box.
6. Click the **Send** button.

Saving a Draft of a Message

1. Create the message that you want to save.
2. Click the **Save** button on the toolbar.
3. Click the **Close** button to close the message window.

*Note: To send a message in the Drafts folder, click on the **Drafts** folder in the **Navigation Pane**. Double-click the message that you want to send and click the **Send** button.*

Attaching a File to a Message

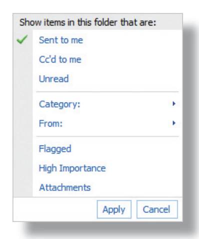
1. Create the message you want to attach a file to.
2. Click the **Attach File** button on the toolbar.
3. Click the **Browse** button.
4. Locate and select the file you want to attach.
5. Click the **Open** button.
6. Click the **Attach** button.
7. Click the **Send** button when you are finished.

Marking a Message as Read or Unread

1. Right-click the message in the **View Pane**.
2. Select **Mark as Read** or **Mark as Unread** from the shortcut menu.

*Note: To mark all messages in a folder as read, right-click the folder in the **Navigation Pane** and select **Mark All as Read** from the resulting menu.*

Filtering Messages



1. Open the folder you want to filter.
2. Click the **Filter** button on the toolbar.
3. Enter or select filter options.
4. Click the **Apply** button.
5. Click the **Clear Filter** button to clear the filter.

Sorting Messages

1. Click the arrow on the **Arrange By** column heading.
2. Select a sorting arrangement from the resulting menu.

Working with Conversations NEW!

Conversation view shows all messages in a conversation from any folder. Click the arrow next to a conversation to expand or collapse the conversation.

- *To ignore a conversation,* click the arrow next to the **Delete** button on the toolbar and select **Ignore Conversation** from the resulting menu.
- *To delete all messages in a conversation,* select the conversation in **List** view. Click the **Delete** button on the toolbar.
- *To turn off conversations,* click the arrow next to **Arrange by** and uncheck the **Conversations** box.

Note: You can delete a single message in a conversation.

Mail Extras

Setting Message Options
1. Create the message you want to set options for.
2. Click the **Options** button on the toolbar.
3. Under **Current Message Settings**, do any of the following:
   - *To set the importance of the message,* click the arrow on the **Importance** box and select an importance level from the resulting menu.
   - *To set the sensitivity of the message,* click the arrow on the **Sensitivity** box and select a sensitivity level from the resulting menu.
4. Click the **OK** button.
5. Click the **Send** button when you are finished.

*Note: To quickly set the importance level, click the **Importance: High** or **Importance: Low** button on the toolbar.*

Setting Read and Delivery Receipts
1. Create the message you want to set a delivery or read receipt for.
2. Click the **Options** button on the toolbar.
3. Under **Tracking Options**, do any of the following:
   - *To receive a notification that the message has been delivered,* click the **Request a delivery receipt for this message** box.
   - *To receive a notification that the message has been opened,* click the **Request a read receipt for this message** box.
4. Click the **OK** button.
5. Click the **Send** button when you are finished.

Checking Spelling
1. Create the message you want to check spelling for.
2. Click the **Check Spelling** button on the toolbar. *(If spell check encounters a spelling error, it will be underlined in red.)*
3. Do one of the following:
   - *To make a spelling correction,* right-click the underlined word and select a corrected word from the shortcut menu.
   - *To ignore a spelling error,* right-click the underlined word and select **Ignore** from the shortcut menu.
   - *To ignore all instances of the error,* right-click the underlined word and select **Ignore All** from the shortcut menu.

*Note: To change spelling options, click the **Options** shortcut at the top of the window. Click the **Settings** shortcut in the left pane. Click on the **Spelling** tab. Make selections and click the **Save** button. Click the **My Mail** button in the upper-right to return to your Inbox.*

Working with Flags
You can quickly flag a message to organize your messages or to remind yourself to follow up on the message.
- *To flag a message,* click the flag icon next to the message.
- *To set a default time to follow up on the message,* right-click the flag icon and select **Today**, **Tomorrow**, **This Week**, or **Next Week** from the shortcut menu.
- *To set a custom time to follow up on the message,* right-click the flag icon, click the arrow on the date box, and select a date from the resulting calendar.
- *To set a reminder to follow up on the message,* right-click the flag icon and select **Set Date and Reminder** from the shortcut menu. Select a start date, due date, and reminder options and click the **OK** button.
- *To mark a flag as complete,* right-click the flag icon and select **Mark Complete** from the shortcut menu.
- *To clear a flag,* right-click the flag icon and select **Clear Flag** from the resulting menu.

*Note: Flagged messages will also appear in the **Tasks** list.*

Inserting a Signature
1. Click the **Options** shortcut at the top of the window.
2. Click the **Settings** shortcut in the left pane.
3. In the **E-mail Signature** section, enter and format signature text.
4. *Optional:* Check the **Automatically include my signature on outgoing messages** box.
5. Click the **Save** button.
6. Click the **My Mail** button in the upper-right to return to your Inbox.

*Note: If you choose not to automatically include your signature on all outgoing messages, you can still include your signature on individual messages. Click the **Insert Signature** button on the toolbar in the open message.*

Creating an Automatic Reply
Use automatic replies to let people know that you will be out of the office and when you will return.
1. Click the **Options** shortcut at the top of the window.
2. Click the **Organize E-Mail** shortcut in the left pane.
3. Select **Send automatic replies**.
4. *Optional:* To select a time frame for out of office replies, check the **Send replies only during this period** box and select start and end times.
5. Enter and format reply text in the message box.
6. *Optional:* Check the **Send automatic replies to External Senders** box. Select which external senders to send auto-replies to and enter and format reply text.
7. Click the **Save** button.
8. Click the **My Mail** button in the upper-right to return to your Inbox.

Mail Security

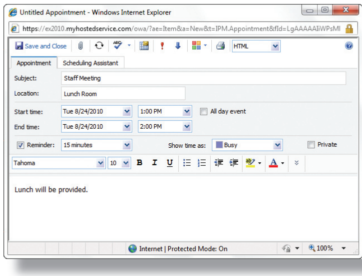
Filtering Junk E-mail
1. Click the **Options** shortcut at the top of the window.
2. Click the **Block or Allow** shortcut in the left pane.
3. Select **Automatically filter junk e-mail**.
4. Click the **Save** button when you are finished.
5. Click the **My Mail** button in the upper-right to return to your Inbox.

Adding Safe Senders
You can specify addresses and domains that you want to receive messages from.
1. Click the **Options** shortcut at the top of the window.
2. Click the **Block or Allow** shortcut in the left pane.
3. Enter an e-mail address or an Internet domain name in the **Enter a sender or domain here** box.
4. Click the **Add** button.
5. Repeat steps 3 and 4 to add additional addresses and domains to the lists.
6. Click the **Save** button when you are finished.
7. Click the **My Mail** button in the upper-right to return to your Inbox.

Stop Filtering Junk E-mail
1. Click the **Options** shortcut at the top of the window.
2. Click the **Block or Allow** shortcut in the left pane.
3. Select **Don't move mail to my Junk E-Mail folder**.
4. Click the **Save** button when you are finished.
5. Click the **My Mail** button in the upper-right to return to your Inbox.

Calendar

Scheduling an Appointment



1. Click the **Calendar** shortcut in the **Navigation Pane**.
2. Click the **New** button on the toolbar.
3. Enter a description of the appointment in the **Subject** box.
4. Enter a location in the **Location** box.
5. Enter or select start and end dates and times.
6. *Optional:* To set a reminder, check the **Reminder** box. Click the arrow on the **15 minutes** box and select how long before the appointment you want the reminder to display.
7. *Optional:* Enter and format additional text in the message box.
8. *Optional:* To make the appointment recurring, click the **Recurrence** button on the toolbar. Select recurrence options and click the **OK** button.
9. Click the **Save and Close** button when you are finished.

*Note: To quickly schedule an appointment, double-click the time you want in the **Calendar** view.*

Sending a Meeting Request

1. In the **Calendar**, click the **New** button on the toolbar.
2. Click the **Invite Attendees** button on the toolbar.
3. Enter the names or e-mail addresses of the people you want to invite in the **To** and **Optional** boxes.
4. Enter a description of the appointment in the **Subject** box.
5. Enter a location in the **Location** box.
6. *Optional:* Check or clear the **Request a response to this invitation** box.
7. Enter or select start and end dates and times.
8. *Optional:* Enter and format additional text in the message box.
9. Click the **Send** button when you are finished.

Replying to a Meeting Request

1. Click the **Inbox** shortcut in the **Navigation Pane**.
2. Double-click the meeting request to open it or click once on the meeting request to view the request in the **Reading Pane**.
3. Do one of the following:
   - *To add the meeting to your calendar,* click the **Accept** button.
   - *To add the meeting to your calendar,* labeled as tentative, click the **Tentative** button.
   - *To decline the meeting request,* click the **Decline** button.
4. Do one of the following:
   - *To send a response with comments,* select **Edit the response before sending** from the resulting menu. Enter comment text and click the **Send** button.
   - *To send a response without comments,* select **Send the response now** from the resulting menu.
   - *If you do not want to send a response,* select **Do not send a response** from the resulting menu.

Rescheduling a Meeting

You can only reschedule a meeting that you have created.

1. In the **Calendar**, double-click the meeting to open it.
2. Make changes to the date or time.
3. Click the **Send Update** button.

*Note: To quickly reschedule a meeting, click and drag the meeting to a new date or time in the **Calendar**. Click the **Send Meeting Updates** button.*

Cancelling a Meeting

1. In the **Calendar**, select the meeting you want to cancel.
2. Do one of the following:
   - *To cancel a meeting you have created,* right-click the meeting and select **Delete** from the resulting menu. Click the **Send** button.
   - *To cancel a meeting you were invited to,* click the **Delete** button on the toolbar. Select whether you want to send a response to the organizer. If you chose **Yes**, enter reply text and click the **Send** button.

Creating a New Calendar

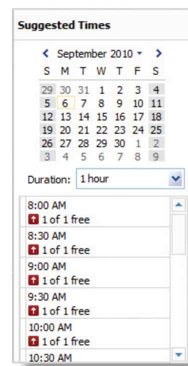
You can now create separate calendars for specific types of appointments. For example, you can create a calendar for your personal appointments to keep them separate from your work calendar.

1. In the Calendar, right-click the **My Calendars** shortcut in the **Navigation Pane**.
2. Select **Create New Calendar** from the resulting menu.
3. Enter a name for the new calendar and press the **Enter** key.

Note: Check the box next to each calendar you want to view in the Navigation Pane to view calendars side by side. NEW!

Using the Scheduling Assistant

The Scheduling Assistant lets you check attendee and location availability.



1. Create the meeting you want to use the Scheduling Assistant for. *(Make sure to enter the attendee information in the **Required** and **Optional** boxes.)*
2. Click on the **Scheduling Assistant** tab. *(The attendees busy time will be displayed in the timeline.)*
3. At the bottom of the **Suggested Times** pane, select a time that all attendees will be available for.
4. Click the **Appointment** tab.
5. Click the **Send** button when you are finished.

Tasks

Creating a Task

1. Click the **Tasks** shortcut in the **Navigation Pane**.
2. Click the **New** button on the toolbar.
3. Enter a name for the task in the **Subject** box.
4. Select start and due dates for the task.
5. *Optional:* Enter additional task options.
6. *Optional:* To make the task recurring, click the **Repeat** button on the toolbar. Select repeating options and click the **OK** button.
7. Click the **Save and Close** button when you are finished.

*Note: To view only tasks in the Tasks list, click the **Tasks** shortcut in the **My Tasks** section of **Navigation Pane**. To view tasks and flagged items, click the **Flagged Items and Tasks** shortcut in the **Navigation Pane**.*

Marking a Task Complete

1. Open the task you want to mark as complete.
2. Click the arrow on the **Status** box.
3. Select **Completed** from the resulting menu. *(The **Date Completed** and **% complete** boxes will automatically be updated.)*
4. Click the **Save and Close** button.

*Note: To quickly mark a task complete, check the box next to the task name in the **View Pane**.*

Contacts

Creating a Contact

1. Click the **Contacts** shortcut in the **Navigation Pane**.
2. Click the **New** button on the toolbar.
3. Enter contact information. *(Click the **Profile**, **Contact**, **Addresses**, or **Details** button to go to that section and enter specific information.)*
4. *Optional:* To designate how the contact will appear in your **Contacts** list, click the arrow on the **File as** box and select a view from the resulting menu.
5. Click the **Save and Close** button when you are finished.

Sending a Message to a Contact

1. Double-click the contact you want to send a message to.
2. Click the **New Message to Contact** button on the toolbar.
3. Enter a subject for the message in the **Subject** box.
4. Enter message text in the message box.
5. Click the **Send** button when you are finished.
6. Click the **Close** button.

*Note: To quickly send a message to a contact, select the contact in the **View Pane** and click the **New Message** button at the top of the **Reading Pane**.*

Creating a New Contact Folder

1. In **Contacts**, right-click the **My Contacts** shortcut in the **Navigation Pane**.
2. Select **Create New Contacts Folder** from the resulting menu.
3. Enter a name for the new folder and press the **Enter** key.

Public Folders

Creating a Message for Posting

1. Click the **Public Folders** shortcut in the **Navigation Pane**.
2. Click the **New** button on the toolbar.
3. Enter a subject in the **Subject** box.
4. Enter message text in the message box.
5. *Optional:* To share a file with other users, click the **Attach File** button and click the **Browse** button. Locate and select the file you want to attach. Click the **Attach** button and click the **Close** button.
6. Click the **Post** button on the toolbar when you are finished.

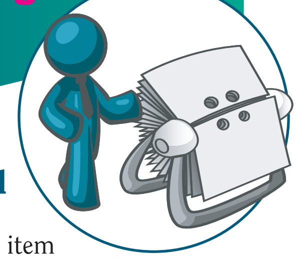
Posting a Reply

1. Click the **Public Folders** shortcut in the **Navigation Pane**.
2. In the **View Pane**, select the message you want to reply to.
3. Click the **Post Reply** button on the toolbar.
4. Enter reply text in the message box.
5. Click the **Post** button on the toolbar.

Replying To or Forwarding a Posted Message

You can send an e-mail message regarding a posted message.

1. Click the **Public Folders** shortcut in the **Navigation Pane**.
2. In the **View Pane**, select the message you want to reply to or forward.
3. Do one of the following:
   - *To reply to the posted message,* click the **Reply** button.
   - *To forward the posted message,* click the **Forward** button. Enter e-mail addresses in the **To** box.
4. *Optional:* Enter text in the message box.
5. Click the **Send** button when you are finished.



Categories

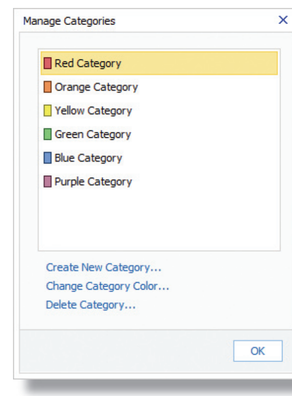
Assigning a Category to a Mail or Task Item

1. Click the **Category** button next to the item in the **View** pane.
2. Check the box next to the category or categories you want to assign to the item.

Assigning a Category to a Calendar or Contact Item

1. Double-click the item to open it.
2. Click the **Categories** button on the toolbar.
3. Check the box next to the category or categories you want to assign to the item.

Creating a New Category



1. Click the **Category** button next to the item in the **View** pane or click the **Categories** button on the toolbar of an open item.
2. Select **Manage Categories** from the resulting menu.
3. Click the **Create New Category** shortcut.
4. Click the arrow on the **Color** box and select a color from the resulting color palette.
5. Enter a name for the category in the **Category name** box.
6. Click the **OK** button to close the remaining open windows.

*Note: To delete a category from the **Manage Categories** dialog box, select the category, click the **Delete Category** shortcut, and click the **OK** button to confirm deletion.*

Searching

Searching for an Item

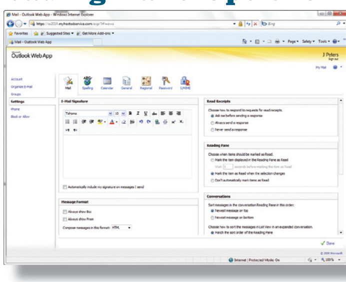
1. Click the **Mail**, **Tasks**, or **Contacts** shortcut in the **Navigation Pane**. *(If you selected Mail, select the folder in the **Folder List** that you want to search.)*
2. Click the arrow on the **Search** box at the top of the **View Pane**.
3. Select a search location from the resulting menu.
4. *Optional:* Click the **Show Advanced Search** button and make selections.
5. Enter what you want to search for in the **Search** box.
6. Click the **Search** button on the **Search** box. *(The results will be displayed in the **View Pane**.)*
7. To clear search results, click the **Cancel** button on the **Search** box.

Customizing

Changing Date and Time Options

1. Click the **Options** button at the top of the window.
2. Click the **Settings** shortcut in the left pane.
3. Click on the **Regional** tab.
4. Click the arrow on the **Date format** box and select a format from the resulting menu.
5. Click the arrow on the **Time format** box and select a format from the resulting menu.
6. *Optional:* To change the time zone, click arrow on the **Current time zone** box and select a time zone from the resulting menu.
7. Click the **Save** button when you are finished.

Setting Message and Reading Pane Options



1. Click the **Options** button at the top of the window.
2. Click the **Settings** shortcut in the left pane.
3. Click on the **Mail** tab.
4. Make selections in the **Read Receipts**, **Reading Pane**, **Message Format**, **Conversations**, and **Message Options** sections.
5. Click the **Save** button when you are finished.

Setting Calendar Options

1. Click the **Options** button at the top of the window.
2. Click the **Settings** shortcut in the left pane.
3. Click on the **Calendar** tab.
4. Make selections in the **Appearance**, **Reminders**, and **Automatic Processing** sections.
5. Click the **Save** button when you are finished.

Changing Your Password

1. Click the **Options** button at the top of the window.
2. Click the **Settings** shortcut in the left pane.
3. Click on the **Password** tab.
4. Enter the old password in the **Old password** box.
5. Enter the new password in the **New password** box.
6. Enter the new password in the **Confirm new password** box.
7. Click the **Save** button when you are finished.

Editing Account Information

1. Click the **Options** button at the top of the window.
2. Click the **Account** shortcut in the left pane.
3. Click the **Edit** button.
4. Make changes to account information. *(Note that fields with asterisks are required fields.)*
5. Click the **Save** button when you are finished.

Getting Help

1. Click the **Help** button on the **Folder** bar.
2. Click a topic heading to view its subtopics.
3. Click the name of a subtopic to view Help information
4. Click the **Close** button to close the **Help** dialog box.

Note: Outlook Web App has context sensitive help. It you click the Help button while performing a specific function or while you are in a certain section, you will get help on that function or section.

Shortcuts

Note that some shortcuts may not work if you have a pop-up blocker enabled.

Inbox and E-mail Folders

Open the selected message	Enter
Open a new message form	Ctrl + N
Mark the selected message as read	Ctrl + Q
Mark the selected message as unread	Ctrl + U
Reply to the selected message	Ctrl + R
Reply to all to the selected message	Ctrl + Shift + R
Forward the selected message	Ctrl + Shift + F
Delete the selected message	Delete
Permanently delete the selected message	Shift + Delete
Select the previous message in the list	Up Arrow
Select the next message in the list	Down Arrow
Select the current and previous messages in the list	Shift + Up Arrow
Select the current and next messages in the list	Shift + Down Arrow
Select the first message in the list	Home
Select the last message in the list	End
Select the first message on the previous page (for message lists of two pages or more)	Page Up
Select the first message on the next page (for message lists of two pages or more)	Page Down

New Message Form

Save the message	Ctrl + S
Send the message	Ctrl + Enter
Check the spelling in the message	F7
Check names in the address boxes	Ctrl + K

Text Editing

Copy the selection to the Clipboard	Ctrl + C
Cut the selection to the Clipboard	Ctrl + X
Paste the contents of the Clipboard	Ctrl + V
Delete the selection	Delete
Toggle between inserting and overwriting text	Insert
Undo the most recent command	Ctrl + Z
Redo the most recent command	Ctrl + Y
Find text	Ctrl + F
Display the context menu (if one exists)	Shift + F10
Display the Hyperlink text box (for selected text)	Ctrl + L

Text Formatting

Toggle bold formatting	Ctrl + B
Toggle italic formatting	Ctrl + I
Toggle underlining	Ctrl + U
Increase paragraph indent	Ctrl + T
Decrease paragraph indent	Ctrl + Shift + T

Note: Increase paragraph indent and decrease paragraph indent keyboard shortcuts do not work if you have the S/MIME Control installed.