

Common Keyboard Shortcuts for Microsoft Outlook

TRAINER NOTE: If there is a plus sign (+) in the shortcut, those steps are to be executed at the same time / done together. If there is a comma (,) in the shortcut, that indicates a new step.

Opening Microsoft Outlook Application:

Note: The steps below may not work for certain remote-hosted or virtual desktop environments (e.g. XenWorks, etc.). It is recommended to always test with the client's local support staff in their environment prior to distributing to end-users. The following steps can be built in a Step-by-Step command by using either Hot Keys or Press Keys format:

- 1) **Ctrl + Escape:** (Note: when creating a step-by-step command via 'Hot Key' method, enter the 'Escape' key first, then separately check the checkbox for 'Ctrl'.). This step opens to the Windows search field for both Windows 7 and Windows 10.
- 2) **Wait time:** 100-200 (ms.) This allows the Windows search window to open prior to DMO entering text(see next step).
- 3) **Enter text:** outlook (Note: By typing in just 'word' it will highlight the desired 'Word' program and not WordPad.)
- 4) **Wait time:** 400 (ms.) This allows DMO to type 'word' prior to executing the final step.
- 5) **Enter:** This step selects the 'Word' program from the search list and opens the program.

Using Main Outlook Features:

Ctrl + 1	Switch to Mail
Ctrl + 2	Switch to Calendar
Ctrl + 3	Switch to Contacts
Ctrl + 4	Switch to Tasks
Ctrl + 5	Switch to Notes
Ctrl + 6	Switch to Folder List in navigation pane
Ctrl + 7	Switch to Shortcuts
Ctrl + Shift + 8	Open Address Book

Navigating the Main Window:

Tab	Cycle forward between screen elements (navigation pane, message list, search, reading pane)
Shift + Tab	Cycle backward between screen elements (navigation pane, message list, search, reading pane)
Ctrl + Shift + I	Go to Inbox folder
Ctrl + Shift + O	Go to outbox folder
Ctrl + Y	Go to another folder as specified
F3 / Ctrl + E	Go to search box
Ctrl + M / F9	Check for new messages
Alt + Arrow Left	Go back to previous view
Alt + Arrow Right	Forward to next view
Ctrl + N	Create new message
Ctrl + Shift + M	Create new message (from any Outlook view)

Manage Messages:

Tab	Cycle between To, CC, Subject and Message body
Alt + M	Choose from account from which to send message
Alt + U	Jump to subject
Alt + S	Send
Ctrl + S / Shift + F12	Save message
F12	Save message as
Ctrl + click	Jump to URL while in edit mode
Ctrl + K	Insert hyperlink
Alt + N, then A, F	Attach file to message
Alt N, then, A, S	Add signature to message

(Note: When building this as a step-by-step command using 'Hot Keys' format, you may use 'Alt + N' for the first step, and then use 'Enter Text' as a separate step with the letters 'AF' (for add file) or 'AS' (for add signature).

Formatting the Message Body:

Ctrl + X	Cut
Ctrl + C	Copy
Ctrl + V	Paste
Alt + O	Display format menu
Ctrl + Shift + P	Display font dialog box
Shift + F3	Switch case between all upper, all lower, and title case
Ctrl + Shift + K	Switch case to / from small capitals
Ctrl + B	Switch format to / from bold
Ctrl + I	Switch format to / from italics
Ctrl + U	Switch format to / from underline
Ctrl + Shift + L	Add / remove bullets
Ctrl + L	Align left
Ctrl + R	Align right
Ctrl + E	Align center
Ctrl + T	Increase indent
Ctrl + Shift + T	Decrease indent
Ctrl + .	Increase font size
Ctrl + ,	Decrease font size
Ctrl + Space	Clear formatting (or use Ctrl + Shift + Z)
Ctrl + Shift + H	Delete next word
Ctrl + Shift + J	Stretch paragraph to fit between margins
Ctrl + Shift + S	Apply styles

Create Items:

Ctrl + Shift + A	Create appointment
Ctrl + Shift + C	Create contact
Ctrl + Shift + L	Create distribution list
Ctrl + Shift + X	Create fax
Ctrl + Shift + E	Create folder
Ctrl + Shift + J	Create journal entry
Ctrl + Shift + M	Create message
Ctrl + Shift + N	Create note
Ctrl + Shift + H	Create new Microsoft Office document
Ctrl + Shift + S	Post to this folder
Ctrl + T	Post reply in this folder
Ctrl + Shift + P	Create search folder
Ctrl + Shift + K	Create task
Ctrl + Shift + U	Create task request