These tips are all for Microsoft Outlook for Windows.
Not every email has the same value to you. The first couple of tips will give you the power to prioritize messages at a glance.
Add the “TO” field:
• Right click anywhere on the column headers. (From, Subject, etc.)
• Click "Field Chooser"
• Drag the word "To" from the Field Chooser window to where you want it in the column headers.
The next few tips are essentially simple IF THEN statements.

- **IF** an email meets a certain criteria, **THEN** take the following action.
Conditional Formatting:
The process of saying **IF** an email meets a certain criteria, **THEN** change how it looks in the Inbox.

- Click on the **View** tab.
- On the Ribbon, click "**View Settings**".
- Choose "**Conditional Formatting**".
- In the Conditional Formatting window, click "**Add**".
- Name the rule.
Conditional Formatting (cont.)

- Click "Condition" and select the criteria for your rule. This is the IF part of the statement. For instance, click "From" and pick a person in the address book. Everything in the inbox sent from that person will have the color and style you chose.
- Click "Font" and pick different colors, size and styles to create the look you want. This is the THEN part of the statement.
- Click OK in all the windows to return to the Inbox and see your result.

Once you have the hang of an easy one, experiment with other criteria in the IF statement. Look under all 3 tabs: Messages, More Choices, and Advanced. After experimenting, you can come back and delete the rule or simply uncheck it if you think you might use it again.

Beware of conflicting rules. When two rules conflict, the one that is higher in the list of rules takes precedence.
**Rules:**
The process of saying **IF** an email meets a certain criteria, **THEN** a certain action will take place.

- Click on the **Home** tab.
- On the Ribbon, click "**Rules**".
- Choose "**Manage Rules & Alerts**".
- In the Rules & Alerts window, click "**New Rule**".
- In the Rules Wizard window, under "**Step 1**", start with a rule template from the list or "Start from a blank rule".
- Continue through the wizard to add specific criteria (the **IF** statement) and the action (the **THEN** statement).

The difference between **Conditional Formatting** and **Rules** is that **Conditional Formatting** affects how a message looks in the Inbox but **Rules** let you automatically make things happen. They can take a message and move, delete, forward, categorize, flag or print it, among other things. It can also play an alert sound and display a customized alert message.

Experiment with the different templates and then with starting from scratch using "Start from a blank rule". You can come back and delete the rule or simply uncheck it if you think you might use it again.
Quick Steps:
A way to manually take a predefined action on a message with just one click. For example, instantly turn a chosen email message into a calendar event. In the IF THEN analogy, it’s a THEN statement without a predefined IF.

Outlook comes with a set of default Quick Steps.
• In an open message, find "Quick Steps" on the Ribbon.
• Or from a highlighted message in the Inbox, find it on the "Home" tab.
• Each of the listed steps take a specified action on whatever message is currently highlighted.
• Try it. Pick a message and then click on the "Create appointment" step. Edit the date, time and other specifics as needed.
• To edit a step or create a new step, right click on any of the steps and choose "Manage Quick Steps".
Solution: Favorites

• Right-click a folder and choose “Show in Favorites”
Saved Searches:
Predefined but constantly updated searches, accessible from your folder pane.

- In the Folder Pane (it lists your Inbox, Sent Items folder and other folders), find "Search Folder" and right click on it.
- Click "New Search Folder".
- Pick one of the search templates offered. Different templates will ask you to fill in pertinent criteria in the "Customize Search Folder" area.
- Alternately, scroll down and choose "Create a custom Search Folder".
- In the Custom Search Folder window, name the new search folder, pick the search criteria and choose which folders to include in the search.
- The new search folder will appear in the Folder Pane under "Search Folders".

- You can also select a search folder as one of your favorites to make it even more quickly accessible. Right click it and choose "Show in favorites".
Quick Parts:
A gallery of permanently saved texts. If you find yourself frequently typing the same things into different messages or answering the same questions, save the text here and instantly paste into future messages.

- You can create a Quick Part only from a message compose window.
- Type the message and then click and drag to highlight the portion you want to save and reuse.

- On the Ribbon, click the "Insert" tab.
- Choose "Quick Parts".
- In the General window, choose "Save Selection to Quick Parts Gallery".
- In the "Create New Building Block" window, give it a name and click OK.

- Any time you want to reuse the message, click on “Quick Parts” and select the message from the list. It will be inserted wherever your cursor is located in the body of the message.
Lynda.com is a great resource for everyone at Duke.  
https://oit.duke.edu/what-we-do/applications/lyndacom

OR

Go directly to www.lynda.com
Click the Sign in link
Click “Sign in with your organizational portal”
It’ll ask for your organization URL. Type “duke.edu”
Log in with your Duke ID and password.