



New Outlook with JAWS

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Disclosure

I have no relevant financial or nonfinancial relationships to disclose other than being an employee of Easterseals Crossroads.

Learning Objectives

By the end of this session, participants will be able to:

- Identify different versions: Outlook Classic or the New Outlook.
- Navigate the New Outlook interface using JAWS and the Virtual PC Cursor.
- Read, manage, and organize email (including attachments and folders).
- Use the Calendar to review events, join meetings, and create new meetings or appointments.

Outlook Classic vs New Outlook

Step 1: Understand Outlook Classic:

- Full desktop application that has been around for many years.
- Ribbon-heavy interface with many legacy keyboard shortcuts.

Step 2: Understand the New Outlook:

- Newer app that behaves like a web or browser-based interface.
- Uses more HTML-style content, so JAWS interacts with it like a webpage.

Step 3: Expect differences:

- Some commands are the same (Reply, Forward, folder shortcuts).
- Some legacy commands have changed or no longer behave the same way.

How to Know If You Have New Outlook or Classic

Step 1: Press the Windows key.

Step 2: Type the word “Outlook”.

Step 3: Check the search results:

- If you hear two results (e.g., ‘Outlook’ and ‘Outlook (New)’), you have both.
- If you only hear one Outlook app, it may be the New Outlook (especially on newer devices).

Step 4: Open each app once to identify:

- Classic Outlook will feel like a traditional desktop app.
- New Outlook will feel simpler, flatter, and more web-like.

Orientation in New Outlook (Layout)

Step 1: Recognize main regions:

- Left pane: Folder list (Inbox, Sent, etc.).
- Middle pane: Message list for the selected folder.
- Right/hidden: Reading pane (we will hide this for JAWS users).
- Top area: Ribbon tabs (Home, View, Help).

Step 2: Use CTRL + F6 to cycle:

- Press CTRL+ F6 repeatedly to move between ribbon, folder list, message list.
- Press CTRL+ Shift+ F6 to move in the reverse direction.

Virtual PC Cursor in New Outlook

Step 1: Toggle the Virtual PC Cursor with JAWS Key + Z.

Step 2: Use Virtual PC Cursor ON when:

- Reading the body of an email (acts like a webpage).
- Navigating the built-in keyboard shortcut list.

Step 3: Use Virtual PC Cursor OFF when:

- Opening the shortcut list (Shift + / must be done with cursor OFF).
- Performing some native app commands that don't use web content.

Step 4: Listen for JAWS feedback:

- JAWS will announce 'Virtual PC cursor on' or 'off' when toggled.

Using Outlook's Keyboard Shortcut List

Step 1: Turn Virtual PC Cursor OFF with JAWS Key + Z.

Step 2: Press Shift + / to open the keyboard shortcuts dialog.

Step 3: Turn Virtual PC Cursor ON again with JAWS Key + Z.

Step 4: Press Ctrl + Home to move to the top of the dialog content.

Step 5: Use H to move through heading categories (e.g., Write email, Read email, Go to, etc.).

Step 6: Use Down Arrow under a heading to read individual shortcuts.

Step 7: Press Escape to close the dialog and return to Outlook.

The Ribbon: Classic vs Simplified

Step 1: Press Alt to move focus to the Ribbon.

Step 2: Use Left/Right Arrow to move between tabs (Home, View, Help).

Step 3: Press Down Arrow to move into the controls on the current tab.

Step 4: Use Left/Right Arrow to move across controls in the tab.

Step 5: To change ribbon style:

- Go to View tab → find the Layout button menu → press spacebar → arrow down to ribbon → press space bar
- Choose Classic Ribbon or Simplified Ribbon.

Step 6: Recommend Classic Ribbon:

- Classic shows more commands at once, which is often easier with JAWS.

Important View Settings to Change: Conversation View

Step 1: Press Alt + V to access the View tab

Step 2: Press Down Arrow to go into the View tab controls.

Step 3: Arrow to the Messages button and press spacebar to open it's menu.

Step 4: Down Arrow through the options until you hear:

- Group by conversation
- Group by branch
- Don't group

Step 5: Choose “Don't group” and press spacebar.

Important View Settings to Change: Reading Pane

Step 1: Press Alt + V to open the View Menu.

Step 2: Press Down Arrow to enter the View tab control area.

Step 3: Arrow to Reading Pane.

Step 4: Press Space to open the menu.

Step 5: Arrow to Fill Screen or Hide and press spacebar.

Navigating & Reading Email

Step 1: Press Ctrl + F6 until you land on Message List.

Step 2: Arrow to move through messages in the current folder. JAWS will announce sender, subject, time, and read/unread status.

Step 3: Press Enter to open the selected message.

Step 5: Turn Virtual PC Cursor ON (JAWS Key + Z) if needed for reading.

Step 6: Use Up/Down Arrow to read line by line, or Ctrl+Right/Left Arrow to move by word.

Step 7: Press Escape to close the message and return to the list.

New Emails, Replying, Forwarding, and Context Menu

Create a New Email

Step 1: Press N (or Ctrl + N) to start a new message.

Step 2: Type the recipient → press Tab → type the subject → press Tab → type in the body.

Step 3: Press Alt + S to send.

In the message list → highlight a message and use:

- Reply → Press Ctrl + R.
- Forward → Press Shift+ F (Ctrl+ Shift + F)

To access the Context Menu → highlight a message:

- Press Shift + F10.
 - Arrow to Reply, Forward, Delete, Move, etc.
 - Press Enter to select an option.

Working with Attachments

Step 1: Open the message that contains the attachment

Step 2: Use Shift + Tab to move focus backward until JAWS announces the attachment name.

Step 3: Press Enter to open or download the attachment using the default method.

To have more control over HOW to open an attachment:

Step 1: Press Shift + Tab on the attachment.

Step 2: Press Shift + F10 to open the Applications Menu.

Step 3: Arrow through options such as:

- Open
- Open in desktop app
- Open in browser
- Save as

Step 4: Press Enter on the desired option

After Opening an Attachment

Step 1: Determine *where* the attachment opened.

If it opens in Word, Excel, or PDF software:

- You are no longer in Outlook.
- Use the JAWS commands specific to that application to read and navigate the document.

If it opens in a web browser window:

- Press JAWS Key + Z to turn the Virtual PC Cursor ON.
- Read and navigate the document like a webpage.

Important:

If the attachment opens but seems unreadable, JAWS has not stopped working — the application has changed.

Finding a Downloaded Attachment

If the attachment was downloaded automatically, it is usually saved in the Downloads folder.

To locate the file:

Step 1: Press Windows Key + E to open File Explorer.

Step 2: Press Ctrl + L to move to the address bar → type Downloads → press Enter.

Step 3: Arrow navigate to the downloaded document. If needed, press Alt + Up Arrow to move up one folder level.

Turn off Protected View:

Step 1: Press Alt to move to the Ribbon.

Step 2: Press Tab until JAWS announces “Enable Editing” (this is in the message bar).

Step 3: Press Enter on Enable Editing.

Step 4: Confirm that editing is enabled.

JAWS will stop announcing Protected View, and the document will now be editable.

Calendar Navigation

Step 1: Press Ctrl + 2 (or Ctrl + Shift + 2) to switch from Mail to Calendar.

Step 2: Press Tab or Shift + Tab to move between:

- Calendar grid
- Events
- Toolbar/ribbon

Navigation controls:

Step 3: Use Arrow keys to move between days and events (behavior varies by view).

Step 4: Press Enter on a meeting or event to open its details.

Step 5: Press Escape to close the event and return to the calendar.

Creating New Appointments or Meetings

Step 1: Press Ctrl + 2 (or Ctrl + Shift + 2) to switch to the Calendar.

Step 2: Press N (or Ctrl + N) to create a new event.

Step 3: Type the Event Title.

Step 4: Press Tab to move through the fields:

- Start date/time
- End date/time
- Location
- All-day toggle

Step 5: Press Tab to move to Invite Attendees (if scheduling a meeting).
Type names or email addresses → press Enter to confirm each one.

Step 6: Press Tab to reach the body field, where you can add notes or a description.

Step 7: Press Ctrl + S to send the meeting request or save the appointment.

Essential Key Commands

Mail:

F6 / Shift + F6 – Outlook regions

Up / Down Arrow – Navigate emails

Enter / Escape – Open / Close email

Ctrl + N (or N) – New message

Ctrl + R / Ctrl + F – Reply / Forward

Alt + S – Send

Shift + F10 – Message options

Shift + Tab – Attachment

JAWS Key + Z – Virtual PC Cursor

Shift + / – Outlook's keyboard shortcuts list

Calendar:

Ctrl + 2 / Ctrl + 1 (or Ctrl + Shift + 2 / Ctrl + Shift + 1) – Calendar / Mail

Tab / Shift + Tab – Move through calendar

Arrow Keys – Days/events

Enter / Escape – Open / Close event

Ctrl + N – New event