# Quick Start Guide: Microsoft Dynamics CRM 2011 for Microsoft Office Outlook

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| [Download and install Microsoft Dynamics CRM 2011 for Outlook](http://go.microsoft.com/fwlink/?LinkId=226930)  1. Go to the Microsoft Dynamics CRM 2011 for Microsoft Office Outlook page on the Microsoft Download Center. 2. Review and fulfill the system requirements. 3. Click the **Download** button. 4. Follow the instructions to install Microsoft Dynamics CRM 2011 for Outlook.   *Download from Microsoft.com:* http://go.microsoft.com/fwlink/?LinkId=226930 | [Configure Microsoft Dynamics CRM 2011 for Outlook](http://go.microsoft.com/fwlink/?LinkId=226943)  1. Close Outlook. 2. On the **Start** menu, click **All Programs**. 3. Click **Microsoft Dynamics CRM 2011** to expand the group, and then click **Configuration Wizard**.   **Note:** The Configuration Wizard starts automatically the first time you open Outlook after you install Microsoft Dynamics CRM 2011 for Outlook.  *More details online:* http://go.microsoft.com/fwlink/?LinkId=226943 |
| [Enable tracking and sending of Microsoft Dynamics CRM e-mail messages from Outlook](http://go.microsoft.com/fwlink/?LinkId=226953)  1. Do one of the following: 2. If you have Microsoft Office Outlook 2007 installed, on the **CRM** menu, click **Options**. 3. If you have Microsoft Office Outlook 2010 installed, click **File**, click the **CRM** tab, and then click **Options**. 4. On the **E-mail** tab, select the **Check incoming e-mail in Outlook and determine whether an e-mail should be linked and saved as a Microsoft Dynamics CRM record** check box. 5. In the **Select the e-mail messages to track in Microsoft Dynamics CRM** section, select the types of e-mail messages that you want to track. 6. To send e-mail messages by using Outlook, select the **Allow Microsoft Dynamics CRM to send e-mail using Microsoft Dynamics CRM for Outlook** check box.   *More details online:* http://go.microsoft.com/fwlink/?LinkId=226953 | [Track Outlook e-mail messages in Microsoft Dynamics CRM](http://go.microsoft.com/fwlink/?LinkId=227043)  1. In Outlook, select the e-mail message that you want to track. 2. Do one of the following:    1. If you have Outlook 2007 installed, on the **CRM** toolbar, click **Track in CRM**.    2. If you have Outlook 2010 installed, in the **CRM** group, click **Track**.   *More details online:* http://go.microsoft.com/fwlink/?LinkId=227043 |
| [**Track Outlook tasks in Microsoft Dynamics CRM**](http://go.microsoft.com/fwlink/?LinkId=227009)   1. To track a task, open a task in the Outlook Tasks folder. 2. In the **CRM** group, click the **Track** button.   **Note**: Tracking creates a link between the e-mail message and the Microsoft Dynamics CRM account or contact record, and stores the e-mail message as an activity record in Microsoft Dynamics CRM.  *More details online:* http://go.microsoft.com/fwlink/?LinkId=227009 |
| [Do your Microsoft Dynamics CRM work in Outlook](http://go.microsoft.com/fwlink/?LinkID=226996)  1. In the Outlook Navigation Pane, click the name of your organization to expand the folders. The folders correspond to the areas in Microsoft Dynamics CRM. 2. Click the area in which you want to work. 3. Click the links or folder to locate the records that you want. 4. Change the records and information that you want.   *More details online:* http://go.microsoft.com/fwlink/?LinkID=226996 | [Add your Outlook contacts to Microsoft Dynamics CRM](http://go.microsoft.com/fwlink/?LinkId=226992)  1. Do one of the following:    1. If you have Outlook 2007 installed, on the **CRM** menu, click **Add Contacts.**    2. If you have Outlook 2010 installed, click **File**, and then click the **CRM** tab. Click **Import Contacts**, and then click **Add Contacts**. 2. Follow the instructions in the Add Contacts Wizard.   *More details online:* http://go.microsoft.com/fwlink/?LinkId=226992 |