



Microsoft Outlook Level 1

Course OUT-01

1 Day

Instructor-led, Hands on

Introduction

Email has become one of the most widely used methods of communication, whether for personal or business communications. In most organizations, large or small, email is the preferred form of communicating information amongst employees. As email grows in popularity and use, most organizations have found the need to implement a corporate mail management system such as Microsoft Outlook to handle the messages and meeting invitations sent among employees.

In this one day, instructor – led course, you will use Outlook to send, receive, and manage email messages, manage your contact information, create tasks and notes for yourself, and customize the Outlook interface to suit your working style.

Features and functions in Office 365 and Office 2019 / 2016 are nearly identical. For this reason, users for all three versions (365, 2019 and 2016) attend the same class. The instructor will explain the few visual differences in the versions to you; just let the instructor know what version you are using.

At Course Completion

Upon successful completion of this course, students will be able to:

- Navigate Outlook to read and respond to email.
- Use Outlook to create, format, and manage e-mail messages
- Manage tasks using Outlook
- Manage notes using Outlook
- Use the Address Book and format and spell check new messages.
- Attach files and insert illustrations to messages.
- Customize read and response options.
- Use flags, categories, and folders to organize messages.
- Create and work with Contacts.
- Create and work with Tasks and Notes.

Prerequisites

Students should be familiar with using personal computers and have used a mouse and keyboard. You should be comfortable in the Windows environment and be able to use Windows to manage information on your computer. Specifically, you should be able to launch and close programs; navigate to information stored on the computer; and manage files and folders.

Contact ISInc for more information at 916.920.1700 or by visiting our website at <http://www.isinc.com>

Course Outline

Module 1: Touring Outlook

- Exploring the Outlook Window
- Using the Outlook Ribbon
- Exploring the Mailbox
- Using the Tell Me feature

Module 2: Using Email

- Email Etiquette
- Creating and Sending New Email Messages
- Opening, Navigating and Responding to Email Messages
- Selecting and Editing an Email Message
- Enabling Automatic Spellcheck before sending an Email Messages
- Saving an Email Message As a Draft

Module 3: Formatting Email Messages

- Creating a Signature and Stationery
- Exploring Message Formats
- Formatting Messages
- Inserting a Hyperlink

Module 4: Creating Contacts

- Creating New Contacts
- Editing Contacts
- Forwarding Contacts
- Emailing Contacts
- Using Contact Views

Module 5: Using the Calendar

- Exploring the Outlook Calendar
- Scheduling Calendar Appointments
- Editing and Deleting Calendar Appointments
- Creating a Recurring Calendar Appointment
- Creating an All Day Event
- Creating a Meeting Request

Module 6: Working With Tasks

- Creating Tasks
- Creating Recurring Tasks
- Categorizing Tasks
- Editing Tasks



- Completing Tasks
- Viewing Tasks
- Managing Tasks

Module 7: Working with Notes

- Creating Notes
- Using Different Note Views
- Managing Notes
- Editing and Deleting Notes
- Adding Categories to Notes
- Moving Notes to the Desktop