



Course Description:

This class introduces students to the functions of Microsoft® Outlook. The objective is to give students the skills to send and receive e-mail, schedule appointments, create contacts lists, create and monitor tasks, and create and manipulate notes. The course also covers ways of finding information within Outlook and methods of sorting data.

Duration: Instructor-led, group-paced, classroom-delivery learning model with structured hands on activities – 7 hours (1 day)

Course Objectives: To learn how to use integrated solutions for managing your time and information.

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

- Manage your communications quickly and efficiently
- Organize your calendar
- Manage contacts
- Create tasks and notes

Prerequisite: Experience and familiarity with Windows environment.

Course Outline

Explore Outlook

- Use the Outlook Ribbon
- Customize the Quick Access Toolbar
- Use the Navigation Pane
- Use the To Do Bar
- Use Help

Send and Receive Messages

- Send messages
- Open messages
- Use the Reading Pane
- Reply and forward messages
- Use the unread mail search folder

Outlook Features

- Format a message
- Save a draft
- Recall a message
- Print messages
- Attach/receive files in messages
- Create a signature

Calendar

- Schedule an appointment, event, and meeting
- Edit, move, copy and delete an appointment
- Set reminders
- Set appointments to recur
- View side by side calendars

Contacts

- Create a contact
- Address a message to a contact
- Create a Contact Group

Tasks

- Create a task
- Set a due date
- Set a reminder
- Set a task to recur

Notes

- Create and change color
- Move to desktop

Organize Messages

- Arrange and group messages
- Conversation View
- Sort messages
- Create and modify search folders
- Empty Deleted Items folder
- Recover Deleted Items
- Manage Sent Items



Course Description:

This course extends the skills learned in Level 1. Students will enhance their message formatting skills, be introduced to the journal and also learn to create rules. Students will also become familiar with Outlook's junk email options and learn about message security options.

Duration: Instructor-led, group-paced, classroom-delivery learning model with structured hands on activities – 7 hours (1 day)

Course Objectives: To learn the techniques to accomplish better Outlook file organization and more efficient communication.

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

- Customize messages and junk mail filters
- Work with the Journal and Address Book

Prerequisite: Outlook Level 1 or comparable experience.

Course Outline

Format Messages

- Use the thesaurus
- Introduction to the Research Task Pane
- Use and create stationary

Use the Journal

- Create a Journal entry
- Assign a Contact to a Journal entry
- Modify and delete Journal entries

Organize Outlook Items

- Use the Search Bar
- Use Advanced Find
- Add a field to a View

Use the Address Book

- View entry properties
- Find an entry
- Create a Personal Address Book

Work with Rules

- Create a rule based on a message
- Create a rule with the Rule Wizard
- Use the Out of Office Assistant
- Work with Quick Steps

Work with Files and Applications

- Import and export Outlook data
- Forward a vCard
- Use mail merge with Word
- Create and send Office documents

Work with Offline Sets

- Use cached Exchange mode
- Synchronize folders
- Define Send/Receive groups

Work with the Internet

- Enable the Person Name Smart Tag
- Send an instant message
- Send an internet meeting request
- Use the Microsoft free/busy service

Work with Junk Mail

- Use the Junk E-mail folder
- Set Junk E-mail options
- Add to the Junk Filter Lists

Set Message and Security Options

- Set E-mail options
- Set an expiration date
- Use digital certificates
- Encrypt messages

Review Other Outlook Options

Social Networking

Email Security

- Phishing awareness
- Hyperlink verification
- E-mail scams