



**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		
<p><b>Explore Outlook</b></p> <ul style="list-style-type: none"> <li>• Use the Outlook Ribbon</li> <li>• Customize the Quick Access Toolbar</li> <li>• Use the Navigation Pane</li> <li>• Use the To Do Bar</li> <li>• Use Help</li> </ul> <p><b>Send and Receive Messages</b></p> <ul style="list-style-type: none"> <li>• Send messages</li> <li>• Open messages</li> <li>• Use the Reading Pane</li> <li>• Reply and forward messages</li> <li>• Use the unread mail search folder</li> </ul> <p><b>Outlook Features</b></p> <ul style="list-style-type: none"> <li>• Format a message</li> <li>• Save a draft</li> <li>• Recall a message</li> <li>• Print messages</li> <li>• Attach/receive files in messages</li> <li>• Create a signature</li> </ul>	<p><b>Conversation View</b></p> <ul style="list-style-type: none"> <li>• Use conversation to eliminate redundant messages</li> <li>• View messages by conversation</li> </ul> <p><b>Calendar</b></p> <ul style="list-style-type: none"> <li>• Schedule an appointment, event, and meeting</li> <li>• Edit, move, copy and delete an appointment</li> <li>• Set reminders</li> <li>• Set appointments to recur</li> <li>• View side by side calendars</li> </ul> <p><b>People/Contacts</b></p> <ul style="list-style-type: none"> <li>• Create a contact</li> <li>• Address a message to a contact</li> <li>• Create a Contact Group</li> </ul> <p><b>Tasks</b></p> <ul style="list-style-type: none"> <li>• Create a task</li> <li>• Set a due date</li> <li>• Set a reminder</li> <li>• Set a task to recur</li> </ul>	<p><b>Notes</b></p> <ul style="list-style-type: none"> <li>• Create a note</li> <li>• Move to desktop</li> </ul> <p><b>Organize Messages</b></p> <ul style="list-style-type: none"> <li>• Arrange and group messages</li> <li>• Sort messages</li> <li>• Create and modify search folders</li> <li>• Empty Deleted Items folder</li> <li>• Recover Deleted Items</li> <li>• Manage Sent Items</li> </ul> <p><b>Create and Manage Subfolders</b></p> <p><b>Use Rules to Automate Organization</b></p> <ul style="list-style-type: none"> <li>• Create a Rule based on a message</li> <li>• Create a rule with the Rules Wizard</li> <li>• Automate with Quick Steps</li> </ul>