

Course Description

This course is intended for people who have a basic understanding of Microsoft® Windows® and need to know how to use Outlook as an email client to manage their email communications, calendar appointments, contact information, and other communication tasks. In addition to creating and sending email, this course will introduce you to organizing your mail, working with attachments, formatting message text, scheduling meetings, and responding to meeting invitations.

Learning Objectives

- Navigate Outlook to read and respond to email.
- Attach files and insert illustrations to messages.
- Customize read and response options.
- Create and work with Tasks and Notes.
- Use flags, categories, and folders to organize messages.
- Create and work with Contacts.
- Create appointments and schedule meetings in Calendar.

Getting Started with Outlook

- Navigate the Outlook Interface
 - Email
 - Email Clients
 - Email Addresses
 - Microsoft Outlook
 - Office Online Apps
 - Items and Folders
 - Components of the Outlook Interface
 - The Ribbon
 - The Backstage View
 - ScreenTips
 - Mail View
 - Mail Folders
 - Read and Unread Messages
 - Message Icons
 - Calendar View
 - Contacts View
 - Tasks View
 - Notes View
 - Peeks
- Work with messages
 - The Message Form
 - CC vs BCC
 - Message Form Tabs
 - Message Response Options
 - Inline Replies
 - Compose Tools Tab
 - Print Options
 - The Deleted Items Folder
 - Microsoft OneDrive
 - Outlook on the Web
- Access Outlook Help
 - Tell Me Feature
 - Outlook Help

Formatting Messages

- Add Message Recipients
 - The Address Book
 - Microsoft Exchange Server
 - Global Address List
 - MailTips
- Check Spelling and Grammar
 - The AutoCorrect Feature
 - The Spelling and Grammar Checker
- Format Message Content
 - Message Formats
 - Paste Options
 - Paste Special
 - Live Preview
 - The Mini Toolbar
 - Save a Message as a Draft

Customizing Message Options

- Customize Reading Options
 - Desktop Alerts
 - Other Message Arrival Notifications
 - Pane Views
 - Message Preview
 - Conversations
 - Split Conversations
- Track Messages
 - The InfoBar
 - Voting Options
 - Tracking Options
- Recall and Resent Messages
 - The Resend Options
 - The Recall Option

Working with Attachments and Illustrations

- Attach Files and Items
 - Attachments
 - Guidelines for File Type and Attachment Size
 - Attachment Sources
 - Cloud Attachments
 - Outlook Items as Attachments
 - Attachment Reminder
 - Policy Tip
 - Attachment Options
 - Attachment Preview
- Add Illustrations to Messages
 - The Illustrations Command Group
 - Pictures and Online Pictures
 - SmartArt
 - The Screenshot Tool
 - The Text Command Group
 - Quick Parts
 - WordArt
 - Contextual Tabs and Tools
 - Galleries
 - Themes
- Manage Automatic Message Content
 - Outlook Options
 - Stationery and Fonts
 - Font Options
 - Signatures

Organizing Messages

- Mark Messages
 - Mark as Unread/Read
 - Color Categories
 - Color Categories and Conversations
 - Quick Click for Color Categories
 - Shortcut Keys
 - Flag for Follow Up
 - Follow Up Flag Options
 - The Ignore Conversations Command
 - Clean Up Commands
- Organize Messages Using Folders
 - Default Email Folders
 - Email Folders on the Server
 - Personal Folders

Working with Tasks and Notes

- Create Tasks
 - Tasks
 - Task Form
 - Task Views
 - Task Options
- Create Notes
 - Notes
 - Note Views

Managing Your Contacts

- Create and Edit Contacts
 - Contacts
 - The Contacts View
 - The Contact Form
 - The Details Command on the Contact Form
 - Secondary Address Books
- View and Print Contacts
 - Electronic Business Cards
 - Contact Views
 - Sort Options
 - The Search Contacts Feature
 - People Seek Search
 - Print Styles

Working with the Calendar

- View the Calendar
 - Calendar
 - Types of Calendar Entries
 - Calendar Grid Arrangement Options
 - Time Scale Options
 - Calendar Layout Options
 - The Daily Task List
 - The Weather Bar
 - Create Appointments
- The Appointment Form
 - Reminder
 - The Show As Option
 - The Private Option
 - Schedule Meetings
- The Meeting Schedule Process
 - The Meeting Form
 - Meeting Reminders
 - Resource Booking Attendant
 - The Room Finder Pane
 - The Scheduling Assistant
 - Recurring Meetings
 - Share Meeting Notes Using OneNote
 - Meeting Response Options
- Print the Calendar
 - Calendar Print Styles