



Microsoft Outlook 2013/2016 Level I - Course Content

Duration:

One day

Description:

This Instructor-led Training course covers the basic functions and features of Outlook 2013/2016. After an introduction to Outlook's window components, students will learn how to read and send email messages using several methods. Then they will learn how to manage email messages and attachments, configure message options, and use basic search functions. Students will also learn to manage contacts and contact groups, work with tasks, and create appointments. Finally, they will learn to send and respond to meeting requests.

Table of Contents:

Unit 1: Getting started

Topic A: The program window

Topic B: Outlook Today

Unit 2: Email basics

Topic A: Reading messages

Topic B: Creating and sending messages

Topic C: Working with messages

Topic D: Handling attachments

Topic E: Printing messages and attachments

Unit 3: Email management

Topic A: Setting message options

Topic B: Organizing the Inbox folder

Topic C: Managing junk email

Unit 4: Contacts

Topic A: Working with contacts

Topic B: Address books

Topic C: Using contact groups

Unit 5: Tasks

Topic A: Working with tasks

Topic B: Managing tasks



Unit 6: Appointments and events
Topic A: Creating and sending appointments
Topic B: Modifying appointments
Topic C: Working with events
Topic D: Using Calendar Views

Unit 7: Meeting requests and responses
Topic A: Scheduling meetings
Topic B: Managing meetings



Microsoft Outlook 2013/2016 Level II and III (combined into one class) – Course Content

Duration:
One day

Description:

This Instructor-led Training course builds on the skills and concepts taught in Outlook 2013/2016 Level I. Students will learn how to customize Outlook, use Quick Steps, create Folder pane shortcuts, customize the Navigation bar, customize their messages and signatures, and set up automatic replies. Then students will learn how to set rules for organizing messages and use advanced techniques for managing and maintaining their mailboxes. Students will also learn how to search various folders, use filters, and apply categories, as well as how to work with notes and Journal entries.

Table of Contents:

- Unit 1: Customizing Outlook
 - Topic A: The Outlook environment
 - Topic B: General options and account settings
 - Topic C: Quick Steps
 - Topic D: The Folder pane and Navigation bar

- Unit 2: Customizing messages
 - Topic A: Message appearance
 - Topic B: Signatures
 - Topic C: Voting buttons
 - Topic D: Out-of-office messages

- Unit 3: Mailbox organization and management
 - Topic A: Setting rules
 - Topic B: Managing your mailbox

- Unit 4: Organizing items
 - Topic A: Folders
 - Topic B: Searching
 - Topic C: Advanced filtering
 - Topic D: Categories