



OUTLOOK: INTRODUCTION

Course length: 6 hours

Overview: This course will get you started using Microsoft Outlook. From setting up your email accounts to sending and receiving email. We'll also cover scheduling tasks and meetings.

Prerequisites: Basic knowledge of Windows, as well as basic keyboarding skills.

Note: Students will be provided with a flash drive to save their exercise files.

CLASS OUTLINE

1 Get started with Outlook 2013

- Outlook Web App
- Identifying new features of Outlook 2013
- Connecting to email accounts
- Adapting exercise steps
- Troubleshooting connection problems
- Connecting to Exchange accounts
- Connecting to Internet email accounts
- Working in the Outlook 2013 user interface
- Working with the ribbon
- Working in the Backstage view
- Getting help with Outlook 2013

2 Explore Outlook 2013

- Working in the Outlook program window
- Program window elements
- Navigation Bar
- Working in the Mail module
- Folder Pane content
- Content area views
- The ribbon
- Message windows
- Working in the Calendar module
- Calendar module content
- Calendar item windows
- Working in the People module
- People module content
- Contact record windows
- Working in the Tasks module
- Tasks module content
- Task windows

3 Send and receive email messages

- Creating and sending messages
- Addressing messages
- Troubleshooting message addressing
- Entering content
- Saving and sending messages
- Attaching external content to messages
- Managing multiple accounts

- Working with new mail notifications
- Troubleshooting file types and extensions
- Viewing messages and message attachments
- Viewing conversations
- Viewing content in the Reading Pane
- Viewing message participant information
- Presence icons
- Contact cards
- The People Pane
- Troubleshooting the People Pane
- Responding to messages
- Resending and recalling messages

4 Store and access contact information

- Saving and updating contact information
- Creating contact records
- Address books
- Communicating with contacts
- Initiating communication from contact records
- Conforming to address standards
- Selecting message recipients from address books
- Displaying different views of contact records
- User-defined fields
- Printing contact records

5 Manage scheduling

- Scheduling and changing appointments
- Adding national and religious holidays to your calendar
- Creating an appointment from a message
- Scheduling and changing events
- Scheduling meetings
- Updating and canceling meetings
- Responding to meeting requests
- Displaying different views of a calendar
- Views
- Arrangements
- Using the Date Navigator

6 Track tasks

- Creating tasks
- Creating tasks from scratch
- Creating tasks from Outlook items
- Updating tasks
- Removing tasks and flagged items from task lists
- Managing task assignments
- Tasks you assign to others
- Tasks other people assign to you
- Displaying different views of tasks
- Finding and organizing tasks