

## Microsoft Outlook

**Days of Training:** 1

**Prerequisites:**

The course assumes you know how to use a computer and that you are familiar with Windows. It does not assume that you have used a different version of Outlook or a similar desktop application before.

**Audience:**

You will benefit most from this course if you want to accomplish basic workplace tasks in Outlook, or if you want to have a solid foundation for continuing to become an Outlook expert.

**Course Description:**

Our Microsoft Outlook Complete course provides the basic and advanced concepts and skills to be productive with Microsoft Outlook: how to communicate via email messages, organize your contacts, and arrange your schedule. It also covers how to organize Outlook items, use advanced message properties, and collaborate with others.

**OUTLINE:**

### CHAPTER 1: FUNDAMENTALS

- Module A: Getting around
- Module B: Viewing Outlook items

### CHAPTER 2: EMAIL BASICS

- Module A: Creating messages
- Module B: Acting on messages
- Module C: Adding content
- Module D: Signatures

### CHAPTER 3: CONTACTS

- Module A: Managing contacts
- Module B: Using contact groups
- Module C: Using contact cards

### CHAPTER 4: TASKS

- Module A: Creating tasks
- Module B: Managing tasks
- Module C: Assigning tasks

### CHAPTER 5: SCHEDULING

- Module A: Appointments
- Module B: Meetings
- Module C: Using the calendar

### CHAPTER 6: CUSTOMIZATION

- Module A: Customizing the ribbon
- Module B: Customizing Outlook

### CHAPTER 7: ORGANIZING OUTLOOK

- Module A: Account management
- Module B: Using folders
- Module C: Categorizing items
- Module D: Searching and filtering
- Module E: Quick steps

### CHAPTER 8: MANAGING YOUR MAIL

- Module A: Managing junk mail
- Module B: Using rules
- Module C: Cleaning up your mailbox

### CHAPTER 9: ADVANCED EMAIL SETTINGS

- Module A: Message options
- Module B: Customizing message appearance

### CHAPTER 10: NOTES AND JOURNAL ENTRIES

- Module A: Notes
- Module B: Using the Journal

### CHAPTER 11: COLLABORATION

- Module A: Performing mail mergers
- Module B: Sharing items
- Module C: Outlook integration