



Course Objectives and Outline

Outlook 365: Essentials

Days: 1

Prerequisites or Equivalent Skills: Windows

Target Student and Goals:

The target student for the course is an individual who wants to learn the basic features of Outlook and use them to create and manage e-mail messages, contacts, appointments, meetings, and tasks.

Course Objectives:

These overall course objectives will give you an idea about what to expect from the course. After completing this course, you will know how to:

- Identify elements of the Outlook environment; use and customize Outlook Today
- Read, create, and send e-mail messages; reply to, format, and check spelling in messages; forward, delete, and restore messages; work with attachments; and print messages
- Set delivery options for messages; flag messages; request a read receipt; use and create views for your mail; arrange, sort, and filter messages; use Instant Search to quickly search the current folder; and specify settings for controlling junk email.
- Use Contacts to add, modify, and organize business and personal contacts; use different views to show contact details; customize an electronic business card; manage and use address books; and create contact groups.
- Use the Tasks folder to add, edit, and mark tasks; assign tasks; accept or decline a task request; send an update; and track an assigned task.
- Use the Calendar to create single and recurring appointments; change and delete appointments; add events and holidays to the Calendar; and change views.
- Use the Calendar to schedule meetings; read and respond to meeting requests; reserve resources; manage meeting responses; and update and cancel meetings.

Course Outline:

Unit 1: Getting Started

- An introduction to Outlook
- Exploring Outlook Today
- Using Help

Unit 2: Outlook mail

- Reading messages
- Creating and sending messages
- Working with messages
- Handling and previewing attachments
- Using Address Books
- Printing a messages and attachments

Unit 3: Email management

- Setting message options
- Organizing the Inbox
- Searching for email
- Managing junk email
- Flag for Follow-up

Unit 4: Contacts

- Working with contacts
- Emailing contacts – Address Books
- Using Contact Groups

Unit 5: Managing Tasks

- Working with tasks
- Managing Tasks
- Recurring Tasks
- Assigning Tasks to Others
- Inserting Outlook items into e-mail

Unit 6: Managing appointments and events

- Working with appointments
- Modifying appointments
- Working with events
- Sharing calendars and creating Calendar Groups
- Using Calendar Views

Unit 7: Managing meetings invitations and responses

- Creating meeting requests
- Managing meeting requests
- Handling meeting responses