



## Microsoft Outlook 2016

Level 1 (Introduction)

One Day Workshop

You will work in a small group. You will have your own individual PC and will work through a specifically prepared coursebook, under the direction of a highly experienced, technically qualified trainer.

### General Description:

The skills and knowledge acquired in Microsoft Outlook 2016 Level 1 are sufficient to be able to manage your e-mail, schedule your appointments, and keep track of your contact information.

### What You Will Learn:

At the completion of this course participants will be able to:

- Understand some of the more basic email concepts
- start Outlook 2016 and navigate around the various features
- create and send email messages
- receive emails in your Inbox and then work with them
- competently work with file and item attachments within email messages
- work with message flags and reminders
- work effectively with junk email
- work with the Calendar feature in Outlook
- create and work with contacts
- create and work with tasks.

### Target Audience:

Microsoft Outlook 2016 Level 1 is designed for users who are keen to know how to send and retrieve email, schedule appointments and events, and add contact information.

### Course Content

The course covers:

#### Email Concepts

- Email Addresses
- How Email Works
- The Benefits Of Email
- Email Etiquette
- Emails and viruses
- Digital Signatures

#### Outlook 2016 Basics

- Understanding Outlook 2016
- Starting Outlook
- Common Outlook 2016 Screen Elements
- Using the Ribbon

- Using Ribbon Key Tips
- Minimising the Ribbon
- Understanding the Backstage View
- Accessing the Backstage View
- Understanding the Quick Access Toolbar
- Adding Commands to the QAT
- Navigating To Outlook Features
- Sneaking a Peek
- The Navigation Pane
- The To-Do Bar
- The Mail Screen
- The Calendar Screen
- The People Screen
- The Tasks Screen
- The Notes Screen

- The Outlook Today Screen
- Exiting Outlook

#### Sending Email

- Email In Outlook
- How Outlook Mail Works
- Composing An Email Message
- The Message Window
- Creating A New Message
- Checking The Spelling
- Adding An Attachment To A Message
- Adding Importance
- Requesting Message Receipts
- Sending The Message
- Creating An AutoSignature
- Using An AutoSignature



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- Removing An AutoSignature
- Sending A Courtesy Copy
- Sending A Blind Copy

#### Receiving Email

- Understanding The Inbox
- Accessing The Inbox
- Retrieving Email
- Opening An Outlook Data File
- Adjusting The Message View
- Arranging Messages
- Reading Messages
- Opening Several Messages
- Understanding Conversation View
- Navigating Messages within a Conversation
- Replying To A Message
- Replying To All Messages
- Replying Without The Original Message
- Adding Comments To Replies
- Getting Replies Sent To Another Address
- Forwarding Messages
- Finding Related Messages
- Ignoring Conversations
- Marking Messages As Unread
- Understanding Clutter

#### Working With Attachments

- Understanding File Attachments
- Inserting A File Attachment
- Attaching Other Outlook Items
- Previewing Attachments

- Saving A File Attachment
- Opening A File Attachment

#### Flagging Messages

- About Flags and Reminders
- Flagging Messages In A Message List
- Sending A Message With A Flag
- Adding A Quick Click Flag
- Adding A Reminder To Your Messages
- Removing A Flag

#### Junk Email

- Spamming And Junk Email
- Phishing And Junk Email
- Understanding Junk Email Options
- Marking Messages As Junk Mail
- Marking Messages As Safe
- Managing The Senders Lists
- Importing A Blocked Senders List
- Exporting A Blocked Senders List
- Deleting Junk Email

#### Working With The Calendar

- Accessing The Calendar
- Changing Calendar Arrangement
- Displaying Specific Dates
- Navigating Within A Calendar
- Changing The Current View
- Creating A Second Time Zone
- Removing A Time Zone
- Creating A New Calendar
- Deleting A Calendar
- Working With Multiple Calendars
- Sharing Calendars

- Understanding the Weather Bar

#### People

- Understanding People View
- Understanding The Contact Form
- Viewing Your Contacts
- Creating A New Contact
- Entering Contact Details
- Editing Contact Details
- Inserting A Contact Picture
- Adding Contacts For An Existing Company
- Deleting An Unwanted Contact
- Recovering A Deleted Contact
- Printing Contact Details

#### Tasks

- Tasks and the To-Do List
- Creating Tasks
- Changing Task Views
- Sorting Tasks
- Working With Tasks
- Deleting Tasks
- Printing a Task List

#### Getting Help

- Understanding How Help Works
- Using Tell Me
- Accessing the Help Window
- Navigating the Help Window
- Using Google to Get Help
- Using Smart Lookup
- Printing a Help Topic



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<b>What You Take Away:</b>	At the completion of the course, you get to take away the extensive coursebook for future reference.
<b>What You Need To Know:</b>	Microsoft Outlook 2016 Level 1 assumes little or no knowledge of the software. However, it would be beneficial to have a general understanding of personal computers and the Windows operating system environment.
<b>Measure of Success:</b>	A questionnaire or workshop exercise at the end of each course enables participants to evaluate the success of the course and determine the extent of their enhanced productivity.
<b>Certificate:</b>	Upon successful completion of the workshop, you will be issued with an official course certificate
<b>Which Course Next?:</b>	Outlook Level 2
<b>Dates &amp; Times:</b>	Please refer to separate workshop schedule.
<b>Course Policies Warranty:</b>	There are no warranties expressed or implied relating to the content or results of attending a Screen Smart course