

Microsoft Outlook

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» Course Overview

In this course, students will navigate Microsoft Outlook, which is the preferred email client for sending and receiving emails from the Microsoft Exchange Server. Outlook includes access to contact, email, calendar, and task management tools. Microsoft Outlook is a component of Office 365 and the Microsoft Office suite, including Microsoft Excel and PowerPoint. From fundamental processes like adding an account to more complex tasks such as customizing features to better accommodate specific needs, students will explore all that Microsoft Outlook can do.

» Course Outline by Module

Module 1	Introduction to Microsoft Outlook	Module 5	Organize and Manage Messages
Module 2	Customizing Settings, Printing, and Saving Information	Module 6	Creating and Managing Calendars, Meetings, and Events
Module 3	Performing Search Options and Configuring Mail Settings	Module 7	Organizing and Managing Calendars, Meetings, Events, Notes, and Tasks
Module 4	Creating and Formatting Messages	Module 8	Creating and Managing Contacts, and Contact Groups

» Module Overview and Learning Objectives

| Module 1. Introduction to Microsoft Outlook

Microsoft Outlook is an email and personal organization management software that is part of the Microsoft Office suite of products. It allows users to send and receive messages, organize calendars, manage tasks, and schedule meetings. Its features are easy to use

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and can enhance productivity and organization. Throughout the module, you will learn how Outlook fits in with the other products that Microsoft Offers as well as some of the basics about navigating the application. You will also learn the basics about Exam MO-400 which tests your ability to create tasks in Outlook. Successful completion of the exam results in the Microsoft Office Specialist certification for MS Outlook.

Learning Objectives: In this module, students will:

- Compare and Contrast Microsoft products (Word, Excel, PowerPoint, Access, and Outlook) and their intended use.
- Understand the primary functions of Microsoft Outlook
- Evaluate how Microsoft Outlook is used in business, careers, and for personal use.
- Navigate Outlook.
- Examine the format of the Microsoft Office Specialist: Microsoft Office Outlook Certification.

| Module 2. Customizing Settings, Printing, and Saving Information

Outlook's default settings are generally excellent. However, there are ways to make using Outlook even more practical for you.

We'll look at some of the different options you have for making Outlook's window look the way you want it to. We'll also talk about customizing reply messages. Doing so can help visually organize lengthy back-and-forth messages. Additionally, you'll discover how to add new accounts, making it simpler for you to manage several accounts. Next, we'll talk about printing. You can print your calendar, contacts, messages, attachments, and to-do lists with just a few clicks. You can also select from a variety of options regarding how your printed information will look. Then we'll move on to working with attachments. You'll learn how to preview and save them so you don't have to hunt through your inbox for a specific attachment in the future. Finally, we'll explore saving and exporting your messages so you can have them where you want them on your computer.

Learning Objectives: In this module, students will:

- Customize reply messages
- Change text Formats for all outgoing messages
- Customize the Navigation (Folder) Pane
- Configure module views
- Manage multiple accounts
- Add an account
- Print message, calendar contact, and task information
- Save message attachments
- Preview attachments
- Save messages in alternate formats
- Export messages to a data file

| Module 3. Performing Search Options and Configuring Mail Settings

In this module, the focus will be on performing search operations and configuring mail settings. Students will learn what search folders are, how they help with organization and efficiency, and how to create them. Students will also learn how to use Outlook's Instant Search feature. To help make their searches even more effective, students will explore the Advanced Find capability. Next, the module will focus on creating signatures so that email senders can communicate the desired information about themselves at the end of each email message. Students will then learn about creating rules and automatic replies to help with automation and organization. Finally, the module will conclude with a look at how to create messages using Quick Parts and how to configure junk email settings.

Learning Objectives: In this module, students will:

- Create new search folders
- Search for items in messages, tasks, contacts, or calendars
- Search by using advanced find
- Search by folder
- Create, assign, and modify signatures
- Create and manage rules
- Create automatic replies
- Create messages by using Quick Parts
- Configure junk e-mail settings

| Module 4. Module 4. Creating and Formatting Messages

This module will focus on formatting and composing messages. Students will start with basic skill for composing messages such as how to open the new message window, how to ensure the message contains the proper fields, and how to add attachments. The next lesson will explore how to add voting options and track responses to those polls. In addition, students will learn how to request read/delivery receipts. Next, the module will cover the option to flag outgoing messages for follow-up to ensure timely responses are received from the original message.

Learning Objectives: In this module, students will:

- Create a message
- Add or remove message attachments
- Add cc and bcc to messages
- Add tracking and voting options
- Forward and reply to messages
- Request delivery or read receipt
- Redirect replies
- Flag outgoing messages for follow-up, importance, and sensitivity
- Recall a message
- Format text
- Insert hyperlinks
- Apply themes and styles
- Insert images
- Add a signature to specific messages

| Module 5. Organize and Manage Messages

Organizing and managing messages keeps your workflow moving swiftly and smoothly. In this module, students will learn various strategies for maintaining organization. Tasks students will learn to perform include sorting messages, creating folders, and moving messages to folders. This will keep finding specific messages easy. Students will also learn about applying categories and marking messages in various ways. Finally, the module will explore how Quick Steps can reduce time spent on repetitive tasks and how to delegate access.

Learning Objectives: In this module, students will:

- Sort messages
- Move messages between folders
- Add new local folders
- Apply categories
- Clean up messages
- Mark a message as read or unread
- Flag received messages
- Ignore messages
- Sort messages by conversation
- delete messages
- automate repetitive tasks by using Quick Steps
- Configure basic Auto Archive settings
- Delegate access

| Module 6. Creating and Managing Calendars, Meetings, and Events

In this module, students' attention will shift to the calendar functions in Outlook. Students will learn how to create their own calendars, manage multiple calendars, and how to modify default calendar settings such as work time. Next, students will learn how to populate their calendar with various items. They will also explore functions that make scheduling items easier such as creating calendar items from messages. Throughout this module, students will discover ways to organize and manage calendar items. This will enable them to better control their schedules and tasks.

Learning Objectives: In this module, students will:

- Create and add calendars
- Adjust viewing details for calendars
- Modify calendar time zones
- Delete calendars
- Set calendar work times
- Manage multiple calendars
- Display multiple calendars
- Share calendars
- Create calendar items
- Create recurring calendar items
- Cancel calendar items
- Create calendar items from messages
- Set calendar item times
- Setup meetings by using the scheduling assistant
- Set free or busy status for calendar items
- Schedule resources
- Setup meeting location by using Room Finder

| Module 7. Organizing and Managing Calendars, Meetings, Events, Notes, and Tasks

In this module, students will learn about organizing and managing Appointments, meetings, events, notes, and tasks. First, students will continue to grow their skills in managing calendar items by learning how to set a calendar item's importance level, forward calendar items, set reminders, and add participants. The module will also explore how to respond to a meeting invitation. The module will transition into learning about meeting notes and calendar categorization. Understanding how to utilize and apply categories will enable students to create better visual organization in their calendars. Finally, the module will begin exploring tasks. Students will learn how to create and manage tasks as well as how to create and manage notes.

Learning Objectives: In this module, students will:

- Set calendar item importance
- Forward calendar items
- Configure reminders
- Add participants
- Respond to invitations
- Update individual or recurring calendar items
- Share meeting notes
- Categorize calendar items
- Create and manage tasks
- Create and organize notes

| Module 8. Creating and Managing Contacts, and Contact Groups

In this module, students will learn about creating and managing contacts and contact groups. Students will learn how to add new contacts, how to delete contacts, and how to edit their contacts. They will also learn about how to import contacts from external files so that all contacts can be managed in a central location. Understanding how to add tags and images will help personalize the contact records even more. The module will also explore how to create address books and contact groups so contacts can be kept together in a way that enhances organization. Students will also learn how to manage contact groups by adding contacts, adding notes, updating contacts with contact groups, and deleting contact groups and members.

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Learning Objectives: In this module, students will:

- Create a new contact
- Delete contacts
- Import contacts from external sources
- Edit contact information
- Attach an image to a contact
- Add tags to contacts
- Share contacts
- Create and manage address books
- Create new contact groups
- Add contacts to existing contact groups
- Add notes to a contact group
- Update contacts within contact groups
- Delete contact groups
- Delete contact group members