

Microsoft Outlook 2016 Introduction

Course Description

Microsoft Outlook 2016 Introduction is part of a 2-level study program. This course is designed to provide participants with the skills to be able to send and receive emails, schedule appointments and maintain contact information.

Learning Outcomes

At the completion of Microsoft Outlook 2016 Introduction you should be able to:

- understand some of the more basic email concepts
- start Microsoft Outlook and navigate its key 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
- create and work with Contacts
- create and work with Tasks

Prerequisites

Microsoft Outlook 2016 Introduction 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.

Course Duration

The Microsoft Outlook 2016 Introduction course is run over one-day, commencing at 9.00am and concluding at 4.00pm. The day includes breaks for morning tea, lunch and afternoon tea. Catering is not inclusive.

Courseware

Courseware is available for this training and is provided as a hard-copy book including access to all necessary exercise files to undertake additional training at your own leisure. Courseware can be purchased at a cost of \$35.00 per courseware book plus postage. Courseware pricing is discounted for purchases greater than three (3) and free postage included.

Costs

Please refer to our current pricing schedule for costs. This training is conducted as a hands-on session. Each participant should arrange access to a computer for the duration of the session.

This cost does not include courseware which is purchased separately as outlined above.

Course Contents

Email Concepts

- How Email Works
- Email Addresses
- The Benefits of Email
- Email Etiquette
- Emails and Viruses
- Digital Signatures

Getting Started with Outlook

- Starting Outlook
- Common Outlook Elements
- Customising the Outlook environment
- Navigating between the Outlook screens
- The Outlook Today screen

Sending Email

- Email in Outlook
- Compose a new mail message
- Check Spelling
- Add an attachment
- Set the Importance
- Create an Autosignature
- Use CC and BCC

Receiving Email

- Retrieving Email
- Preview Messages
- Reading Messages
- Reply to a Message
- Forwarding Messages

Working with Attachments

- Insert a File Attachment
- Attach other Outlook items
- Preview Attachments
- Save and open Attachments

Flagging Messages

- Flagging Messages in the Message List
- Sending a Message with a Flag
- Adding a Reminder to your Messages
- Changing the Default Quick Click Flag
- Removing a Flag

Junk Email

- Spamming and Junk Email
- Phishing and Junk Email
- Understanding Junk Email Options
- Marking Messages as Junk
- Marking Messages as Safe
- Managing Safe Senders List
- Deleting Junk Email

Working with the Calendar

- Accessing the Calendar
- Changing the Calendar Arrangement
- Displaying Specific Dates
- Navigating with the Calendar
- Changing the Current View
- Creating a second time zone
- Creating a new Calendar
- Sharing Calendars
- Understanding the Weather Bar

People

- Understanding People view
- Viewing your Contacts
- Creating a new contact
- Entering Contact details
- Inserting a Contact Picture
- Adding Contacts for an existing company
- 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

- Using Tell Me
- Access the Help window
- Using Google to get help