



## Outlook 2019 - Part 1

### Summary

Length: 8 hours Level: Foundational

Email has become one of the most widely used methods of communication, whether for personal or business communications. In most organizations, large or small, email is the preferred form of communicating information amongst employees. As email grows in popularity and use, most organizations have found the need to implement a corporate mail management system such as Microsoft Office Outlook to handle the messages and meeting invitations sent among employees. In this course, you will use Outlook to send, receive, and manage email messages, manage your contact information, schedule appointments and meetings, create tasks and notes for yourself, and customize the Outlook interface to suit your working style. This material will benefit users of any current Office version.

### Learning Objectives

In this course, you will use Outlook to manage your email communications, including composing, reading, and responding to emails; schedule appointments and meetings; manage contact information; schedule tasks and create notes; customize message response options; and organize your mail.

You will:

- Navigate Outlook to read and respond to email.
- Use the Address Book and format and spell check new messages.
- Attach files and insert illustrations to messages.
- Customize read and response options.
- Use flags, categories, and folders to organize messages.
- Create and work with Contacts.
- Create appointments and schedule meetings in Calendar.
- Create and work with Tasks and Notes.

### Course Outline

1. **Getting Started with Outlook 2019**
  - Topic A- Navigate the Outlook Interface
  - Topic B- Work with Messages
  - Topic C- Access Outlook Help
2. **Formatting Messages**
  - Topic A- Add Message Recipients
  - Topic B- Check Spelling and Grammar
  - Topic C- Format Message Content
3. **Working with Attachments and Illustrations**
  - Topic A- Attach Files and Items
  - Topic B- Add Illustrations to Messages
  - Topic C- Manage Automatic Message Content
4. **Customizing Message Options**
  - Topic A- Customize Reading Options
  - Topic B- Track Messages
  - Topic C- Recall and Resend Messages

**5. Organizing Messages**

Topic A- Mark Messages

Topic B- Organize Messages Using Folders

**6. Managing Your Contacts**

Topic A- Create and Edit Contacts

Topic B- View and Print Contacts

**7. Working with the Calendar**

Topic A- View the Calendar

Topic B- Create Appointments

Topic C- Schedule Meetings

Topic D- Print the Calendar

**8. Working with Tasks and Notes**

Topic A- Create Tasks

Topic B- Create Notes

**Audience**

This course is intended for people who have a basic understanding of Microsoft Windows and need to know how to use Outlook as an email client to manage their email communications, calendar events, contact information, and other communication tasks.

**Prerequisites**

To ensure your success, you will need to have end-user skills with any current version of Windows, including being able to start and close applications, navigate basic file structures, and manage files and folders. You can obtain this level of skills and knowledge by taking the following course: Using Microsoft Windows 10