Microsoft Outlook 2016 Introduction

Course Details

Course Code: INF1625

Duration: 1 day

Notes:

- This course syllabus should be used to determine whether the course is appropriate for the students, based on their current skills and technical training needs.
- Course content, prices, and availability are subject to change without notice.
- Terms and Conditions apply

Links:

- View this course on our website
- View the course schedule
- Enquire about this course

Elements of this syllabus are subject to change.

About this course

The skills and knowledge acquired in Microsoft Outlook 2016 - Level 1 are sufficient to be able to send and receive emails, schedule appointments and maintain contact details information.

At Course Completion

After completing this course, students will 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
- obtain help for Outlook whenever you need it

Prerequisites

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.

Academy IT Pty Ltd
Harmer House
Level 2, 5 Leigh Street
ADELAIDE 5000

Email: sales@academyit.com.au
Web: www.academyit.com.au

Phone: 08 7324 9800
Brian: 0400 112 083

Table of Contents

Email Concepts

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

Getting Started With Outlook

- Understanding Outlook 2016
- Starting Outlook From the Desktop
- Common Outlook 2016 Screen Elements
- Using the Ribbon
- Using Ribbon KeyTips
- Showing and Collapsing 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 Folder Pane
- The to Do Bar
- The Mail Screen
- The Calendar Screen
- The People Screen
- The Tasks Screen
- The Notes Screen
- The Outlook Today Screen
- Changing the Office Theme
- 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
- Removing an AutoSignature
- Sending a Courtesy Copy
- Sending a Blind Copy

Receiving Email

- Understanding the Inbox
- Retrieving Email
- Opening an Outlook Data File
- Adjusting the Message View
- Previewing Messages
- Arranging Messages
- Reading Messages
- Opening Several Messages
- Understanding Conversation View
- Navigating Messages in a Conversation
- Replying to a Message
- Replying to a Message in a
- Conversation
- 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 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 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 the 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
- Working With Multiple Calendars
- Deleting a Calendar
- 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 to an Existing Company
- Printing Contact Details
- Deleting an Unwanted Contact
- Recovering a Deleted Contact

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