

Microsoft® Office Outlook® 2013: Level 1

Training Course Content

Course Objective: Students will explore the Outlook interface and use Outlook to manage all aspects of email communications; use the Outlook calendar to manage appointments and meetings; use Outlook's People workspace to manage your contact information; create Tasks and Notes for yourself in Outlook; and customize the Outlook interface to serve your own personal needs.

Prerequisites: To ensure success, students should be familiar with using personal computers, and should have experience using a keyboard and mouse. Specific tasks the students should be able to perform include: launching and closing applications, navigating basic file structures, and managing files and folders in a Windows environment.

Lesson 1: Getting Started With Outlook 2013

Topic A: Navigate the Outlook Interface
Topic B: Perform Basic Email Functions
Topic C: Use Outlook Help

Lesson 2: Composing Messages

Topic A: Create an Email Message
Topic B: Check Spelling and Grammar
Topic C: Format Message Content
Topic D: Attach Files and Items
Topic E: Enhance an Email Message
Topic F: Manage Automatic Message Content

Lesson 3: Reading and Responding to Messages

Topic A: Customize Reading Options
Topic B: Work with Attachments
Topic C: Manage Your Message Responses

Lesson 4: Managing Your Messages

Topic A: Manage Messages Using Tags, Flags, and Commands
Topic B: Organize Messages Using Folders

Lesson 5: Managing Your Calendar

Topic A: View the Calendar
Topic B: Manage Appointments
Topic C: Manage Meetings
Topic D: Print Your Calendar

Lesson 6: Managing Your Contacts

Topic A: Create and Update Contacts
Topic B: View and Organize Contacts

Lesson 7: Working With Tasks and Notes

Topic A: Manage Tasks
Topic B: Manage Notes

Lesson 8: Customizing the Outlook Environment

Topic A: Customize the Outlook Interface
Topic B: Create and Manage Quick Steps

Microsoft® Office Outlook® 2013: Level 2

Training Course Content

Course Objective: Students will explore the advanced features provided with the Outlook interface, such as advanced message, calendar, and contacts management. You will use the Tasks and Journal workspaces provided in the application to manage task assignments to you and others, and to record interactions you have with your colleagues. You will also share your workspaces with other users, and use Outlook data files to save and back up your important information.

Prerequisites: Students should be familiar with using personal computers, and should have experience using a keyboard and mouse. Specific tasks the students should be able to perform include: launching and closing applications, navigating basic file structures, and managing files and folders in a Windows environment. To ensure your success, we recommend that you first take Outlook 2013: Level 1 or have equivalent knowledge and skills.

Lesson 1: Configure Advanced Message Options

Topic A: Insert Advanced Characters and Objects
Topic B: Modify Message Settings, Properties, and Options
Topic C: Use Automatic Replies

Lesson 2: Advanced Message Management

Topic A: Sort Messages
Topic B: Filter Messages
Topic C: Organize Messages
Topic D: Search Messages
Topic E: Manage Junk Mail
Topic F: Manage Your Mailbox

Lesson 3: Advanced Calendar Management

Topic A: Manage Advanced Calendar Options
Topic B: Create Calendar Groups
Topic C: Manage Meeting Responses

Lesson 4: Advanced Contact Management

Topic A: Edit an Electronic Business Card
Topic B: Manage Advanced Contacts Options
Topic C: Forward Contacts
Topic D: Export Contacts

Lesson 5: Managing Activities by Using Tasks and Journal Entries

Topic A: Assign and Manage Tasks
Topic B: Record and Modify Journal Entries

Lesson 6: Sharing Workspaces with Others

Topic A: Delegate Access to Mail Folders
Topic B: Share Your Calendar
Topic C: Share Your Contacts

Lesson 7: Managing Outlook Data Files

Topic A: Back Up Outlook Items
Topic B: Change Data File Settings