VANTAGEP•INT
I.T. TRAINING & CONSULTING

Technology Innovation Centre (UTECH), 237 Old Hope Road, Kingston 6, Jamaica W.I.
Tel: 876-970-0197, Fax: 927-1925, Email: info@vantagepointitc.com Website: www.vantagepointitc.com

Microsoft® Office Outlook® 2013: Level 1

Course Specifications

Course Length:

1 day

Course Description

Overview:

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 emails and meeting invitations sent among employees.

In this course, you will explore the Outlook interface and when you are familiar with it, you will 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.

Course Objectives:

In this course, you will become familiar with the Outlook 2013 interface, and then 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; and customize the Outlook environment to suit your personal preferences.

You will:
- Perform basic functions in the Outlook 2013 interface.
- Compose email messages.
- Read and respond to email messages.
- Manage email messages.
- Manage your calendar.
- Manage your contacts.
- Work with tasks and notes.
- Customize the Outlook environment.

Course Content

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