

COURSE OVERVIEW

Course Name:
Microsoft Outlook 2019:
Level 1

COURSE DURATION: 1 Day

Gauteng:

3rd Floor 34 Whitely Road
Melrose Arch
Johannesburg
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Gauteng:

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Cape Town:

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COURSE OVERVIEW

In most organizations, large or small, email is the preferred form of communicating information amongst employees. You will use Outlook to 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.

COURSE OBJECTIVES

Upon successful completion of this course, you will be able to use Outlook compose, read, and respond 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.
- Attach files and insert illustrations to messages.
- Customize read and response options.
- Organize messages.
- Create and work with Contacts.
- Create appointments and schedule meetings in Calendar.
- Create and work with Tasks and Notes.

COURSE OUTLINE

Lesson 1: Getting Started with Outlook 2019

- Topic A: Navigate the Outlook Interface
- Topic B: Work with Messages
- Topic C: Access Outlook Help

Lesson 2: Formatting Messages

- Topic A: Add Message Recipients
- Topic B: Check Spelling and Grammar
- Topic C: Format Message Content

Lesson 3: Working with Attachments and Illustrations

- Topic A: Attach Files and Items
- Topic B: Add Illustrations to Messages
- Topic C: Manage Automatic Message Content

Lesson 4: Customizing Message Options

- Topic A: Customize Reading Options
- Topic B: Track Messages
- Topic C: Recall and Resend Messages

Lesson 5: Organizing Messages

- Topic A: Mark Messages
- Topic B: Organize Messages Using Folders

Lesson 6: Managing Your Contacts

- Topic A: Create and Edit Contacts
- Topic B: View and Print Contacts

Lesson 7: Working with the Calendar

- Topic A: View the Calendar
- Topic B: Create Appointments
- Topic C: Schedule Meetings
- Topic D: Print the Calendar

Lesson 8: Working with Tasks and Notes

- Topic A: Create Tasks
- Topic B: Create Notes

Appendix A: Mapping Course Content to Outlook Associate (Office 365 and Office 2019): Exam MO-400

Appendix B: Microsoft® Office Outlook® 2019 Common Keyboard Shortcuts