Microsoft® Outlook® for Office 365™ (Desktop or Online): Part 1

Duration: 1 Day
Method: Instructor-Led Training (ILT) | Live Online Training

Certification: Microsoft Office Specialist: Outlook Associate (Outlook 365 and Outlook 2019) — *Exam:* MO-400: Microsoft Outlook (Outlook 365 and Outlook 2019)

Course Description

In this course, participants will learn to use Outlook. They will learn to send, receive, and manage email messages; manage their contact information; schedule appointments and meetings; create tasks and notes for themselves; and customize the Outlook interface to suit their working style.

ⓘ**Note:** The focus of this training will use the desktop version of the software as most Office 365™ users perform many of their daily tasks there. However, the course material will enable participants to access and effectively utilize many web-based resources provided with your Office 365 subscription. This includes a brief coverage of key skills for using Outlook for the Web and OneDrive. Helpful notes will point out cases where the online version of the application may function differently from the desktop version.

Target Audience

This course is intended for:
- Persons who need to know how to use Outlook as an email client to manage their email communications, calendar events, contact information, and other communication tasks.
- Persons who wish to prepare for the certification exam.

Prerequisites

To attend this course, candidates must have:
- End-user skills with any current version of Windows®, including being able to start and close applications, navigate basic file structures, manage files and folders, and access websites using a web browser.

Microsoft Partner

Unit #2, Braemar Suites, 1D-1E Braemar Avenue, Kingston 10
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Prerequisites *Continued*

-OR-

- To obtain this level of skills and knowledge, candidates must have completed one or more of the following courses:
  - *Using Microsoft® Windows® 10*
  - *Microsoft® Windows® 10: Transition from Windows® 7*

Course Objectives

Upon successful completion of this course, attendees will be able to:

- Navigate Outlook to read and respond to email.
- Use the Address Book and format and spell check new messages.
- Attach files to and insert illustrations in 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 the calendar.
- Create and work with tasks and notes.

Course Topics

Module 1: Getting Started with Outlook

- Navigate the Outlook Interface
- Work with Messages
- Access Outlook Help
- Outlook on the Web

Module 2: Formatting Messages

- Add Message Recipients
- Check Spelling and Grammar
- Format Message Content

Module 3: Working with Attachments and Illustrations

- Attach Files and Items
- Add Illustrations to Messages
- Manage Automatic Message Content

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Course Topics *Continued*

Module 4: Customizing Message Options
- Customize Reading Options
- Track Messages
- Recall and Resend Messages

Module 5: Organizing Messages
- Mark Messages
- Organize Messages Using Folders

Module 6: Managing Contacts
- Create and Edit Contacts
- View and Print Contacts

Module 7: Working with the Calendar
- View the Calendar
- Create Appointments
- Schedule Meetings
- Print the Calendar

Module 8: Working with Tasks and Notes
- Create Tasks
- Create Notes

ACTIVITIES INCLUDED

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