Microsoft® Office Outlook® 2019: Part 1

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

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

Course Description

In this course, participants will use Outlook to send, receive, and manage e-mail messages. They will also learn to manage their contact information, schedule appointments and meetings, and create tasks and notes for themselves. Participants will also customize the Outlook interface to suit their working style. This course is the first in a series of two Outlook 2019 courses. It will provide participants with the basic skills needed to start using Outlook to manage their e-mail communications, contact information, calendar events, tasks, and notes.

Target Audience

This course is intended for:
- Persons who have a basic understanding of Microsoft® Windows® and need to know how to use Outlook as an e-mail client to manage their e-mail 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:
- Completed the following course or possess equivalent knowledge and experience:
  - *Using Microsoft Windows 10*

Exam Details

Exam Code:	• MO-400
Length of Exam:	• 120 Minutes
Number of Questions:	• 40-60
Passing Score:	• 70%
Question Format:	• Multiple Choice, Drag & Drop, Case Studies, Active Screen, & Build List

Course Objectives

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

- Navigate Outlook to read and respond to e-mail.
- Use the Address Book and format and spell check new messages.
- Attach files and insert illustrations to 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 Calendar.
- Create and work with Tasks and Notes.

Course Topics

Module 1: Getting Started with Outlook 2019

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

Module 2: Formatting Messages

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

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Course Topics *Continued*

Module 3: Working with Attachments and Illustrations

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

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 Your 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