



Microsoft Outlook Training

Microsoft Outlook 2013 Beginner

Who Should Do This Course?

This course is designed for users who are new to email, calendaring, and contacts management and need to know how to get up and running quickly and efficiently using Microsoft Outlook 2013.

Duration: 1 day

Class size: 10 students max

Times: 9:00am - 5:00pm

Price: Refer to our website for current course and package pricing

After the course?

Each student will receive:

- Certificate of completion
- Training manual
- 12 months FREE email support
- FREE class re-sit (if necessary)

About The Course

This course aims to increase your productivity by providing the skills and knowledge that enable you to manage your e-mail, schedule your appointments, and keep track of your contact information.

Learning Outcomes

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

- gain an overview of the benefits of email
- start Outlook 2013 and navigate the various features
- create and send email messages
- receive emails in an inbox
- competently work with file and item attachments within email messages
- work with message flags and reminders
- deal effectively with junk email
- work with the Calendar feature in Outlook
- create and work with Contacts
- create and work with Tasks

Content

Unit 1: Email Concepts

- How Email Works
- Email Addresses
- The Benefits Of Email
- Email Etiquette
- Emails And Viruses
- Digital Signatures

Unit 2: Outlook 2013 Basics

- Understanding Outlook 2013
- Starting Outlook
- Common Outlook 2013 Screen Elements
- Using The Ribbon
- Using Ribbon KeyTips
- Minimising The Ribbon
- Understanding The Backstage View
- Accessing The Backstage View
- Understanding The Quick Access Toolbar

- Adding Commands To The QAT
- Navigating To Outlook Features
- The Navigation Pane
- The To Do Bar
- The Mail Screen
- The Calendar Screen
- The Contacts Screen
- The Tasks Screen
- The Notes Screen
- The Outlook Today Screen
- Exiting Outlook

Unit 3: Sending Email

- Email In Outlook
- How Outlook Mail Works
- Composing An Email Message
- The Message Window
- Creating A New Message
- Checking The Spelling
- Adding An Attachment To A Message
- Adding Importance
- Requesting Message Receipts
- Sending The Message
- Creating An AutoSignature
- Using An AutoSignature
- Removing An AutoSignature
- Sending A Courtesy Copy
- Sending A Blind Copy

Unit 4: Receiving Email

- Understanding The Inbox
- Retrieving Email
- Opening An Outlook Data File
- Adjusting The Message View
- Arranging Messages
- Reading Messages
- Opening Several Messages
- Understanding Conversation View
- Navigating Messages In A Conversation
- Replying To A Message
- Replying To A Message In A Conversation
- Replying To All Messages
- Replying Without The Original Message
- Adding Comments To Replies
- Getting Replies Sent To Another Address
- Forwarding Messages
- Finding Related Messages
- Ignoring Conversations
- Marking Messages As Unread

Unit 5: Working with Attachments

- Understanding Message Attachments
- Inserting A File Attachment
- Attaching Other Outlook Items

- Previewing Attachments
- Saving A Message Attachment
- Opening A Message Attachment

Unit 6: Flagging Messages

- About Flags And Reminders
- Flagging Messages In A Message List
- Sending A Message With A Flag
- Adding A Quick Click Flag
- Adding A Reminder To Your Messages
- Removing A Flag

Unit 7: Junk Email

- Spamming And Junk Email
- Phishing And Junk Email
- Understanding Junk Email Options
- Marking Messages As Junk Mail
- Marking Messages As Safe
- Managing The Senders Lists
- Importing A Blocked Senders List
- Exporting A Blocked Senders List
- Deleting Junk Email

Unit 8: Working with the Calendar

- Accessing The Calendar
- Changing The Calendar Arrangement
- Displaying Specific Dates
- Navigating Within A Calendar
- Changing The Current View
- Creating A Second Time Zone
- Removing A Time Zone
- Creating A New Calendar
- Deleting A Calendar
- Sharing Calendars
- Working With Multiple Calendars

Unit 9: Contacts

- Understanding The Contact Form
- Understanding Electronic Business Cards
- Viewing Your Contacts
- Creating A New Contact
- Entering Contact Details
- Editing Contact Details
- Inserting A Contact Picture
- Adding Contacts For An Existing Company
- Changing A Business Card Layout
- Deleting An Unwanted Contact
- Recovering A Deleted Contact
- Printing Contact Details

Unit 10: Tasks

- Viewing Tasks
- Creating Simple Tasks
- Typing Tasks Directly
- Changing Task Views
- Sorting Tasks
- Completing Tasks
- Deleting Tasks
- Printing A Task List

Looking for course dates?

To view a full list of course dates, please visit our website at www.dynamicwebtraining.com.au

Alternatively please contact our office on **1300 888 724**