



Microsoft® Outlook® 2019 Introduction

Course Description

Course 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® Outlook® to handle the messages and meeting invitations sent among employees.

In this course, you will use Outlook to send, receive, and 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.

This course is the first in a series of two Microsoft® Outlook® 2019 courses. It will provide you with the basic skills you need to start using Outlook 2019 to manage your email communications, contact information, calendar events, tasks, and notes.

This course covers Microsoft Office Specialist Program exam objectives to help you prepare for the Outlook Associate (Office 365 and Office 2019): Exam MO-400 certification.

Target Student: This course is intended for people who have a basic understanding of Microsoft® Windows® and need to know how to use Outlook as an email client to manage their email communications, calendar appointments, contact information, and other communication tasks. In addition to creating and sending email, this course will introduce you to organizing your mail, working with attachments, formatting message text, scheduling meetings, and responding to meeting invitations.

Prerequisites: To ensure your success in this course you should have end-user skills with any current version of Windows, including being able to start and close applications, navigate basic file structures, and manage files and folders is recommended. You can obtain this level of skill and knowledge by taking either one of the following CompuTrain courses, or any similar course in general Microsoft Windows skills:

- Using Microsoft® Windows® 10

Course Objectives

In this course, you will 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; customize message response options; and organize your mail.

You will:

- Navigate Outlook to read and respond to email.
- 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 Content (continued on next page)



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Course Content (continued from previous page)

Lesson 1: Getting Started with Outlook 2019

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

Lesson 2: Formatting Messages

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

Lesson 3: Working with Attachments and Illustrations

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

Lesson 4: Customizing Message Options

- Customize Reading Options
- Track Messages
- Recall and Resend Messages

Lesson 5: Organizing Messages

- Mark Messages
- Organize Messages Using Folders

Lesson 6: Managing Your Contacts

- Create and Edit Contacts
- View and Print Contacts

Lesson 7: Working with the Calendar

- View the Calendar
- Create Appointments
- Schedule Meetings
- Print the Calendar

Lesson 8: Working with Tasks and Notes

- Create Tasks
- 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