



# Outlook 2013 © Introduction



*caring, flexible, professional*

**Duration: 1 Day**

## TARGET AUDIENCE

This one-day 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.

## LEARNING OUTCOMES

The skills and knowledge covered are sufficient to be able to manage e-mail, schedule appointments, and of contact information

### Email Concepts

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

### Getting Started With Outlook

- Understanding Outlook 2013
- Starting Outlook In Windows 8
- Common Outlook 2013 Screen Elements
- Using The Ribbon
- Using Ribbon KeyTips
- Showing And Collapsing The Ribbon
- Understanding The Backstage View
- Accessing The Backstage View
- Understanding The Quick Access Toolbar
- Adding Commands To The QAT
- Navigating To Outlook Features
- Sneaking A Peek
- The Folder Pane
- The To-Do Bar
- The Mail Screen
- The Calendar Screen
- The People Screen
- The Tasks Screen
- The Notes Screen
- The Outlook Today Screen
- Exiting Outlook

### 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

### Receiving Email

- Understanding The Inbox
- Retrieving Email
- Opening An Outlook Data File
- Adjusting The Message View
- Previewing Messages
- 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

### Working With Attachments

- Understanding File Attachments
- Inserting A File Attachment
- Attaching Other Outlook Items
- Previewing Attachments
- Saving A File Attachment
- Opening A File Attachment

### Flagging Messages

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

### 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

### 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
- Working With Multiple Calendars
- Deleting A Calendar
- Sharing Calendars
- Understanding The Weather Bar

### People

- Understanding People View
- Understanding The Contact Form
- Viewing Your Contacts
- Creating A New Contact
- Entering Contact Details
- Editing Contact Details
- Inserting A Contact Picture
- Adding Contacts For An Existing Company
- Printing Contact Details
- Deleting An Unwanted Contact
- Recovering A Deleted Contact

### Tasks

- Tasks And The To-Do List
- Creating Tasks
- Changing Task Views
- Sorting Tasks
- Working With Tasks
- Deleting Tasks
- Printing A Task List

**Duration:** 1 day

**Cost:** \$375      **Class size:** 10

**Times:** 9am to 4pm

**Where to from here:**

Outlook 2013 Intermediate