

## KOENIG SOLUTIONS • COURSE OUTLINE

# Introduction to Microsoft Outlook

Learn to navigate the Outlook 2019 interface and manage email messages, calendars, and contacts.

**8 Hours**

DURATION

**5**

MODULES

**42**

TOPICS

**10**

HANDS-ON ACTIVITIES

## COURSE OVERVIEW

In this course you will learn about Outlook 2019 interface and working with messages, calendars, and contacts.

## WHO THIS COURSE IS FOR

**Students who have little or no familiarity with Microsoft Outlook 2019 or more experienced Outlook users who want to learn the topics covered in this course in the 2019 interface**

## LEARNING OBJECTIVES

- Identify the components of the Outlook 2019 interface
- Configure an email account and navigation pane settings
- Compose, format, and send email messages with attachments
- Reply to, forward, and organise received messages
- Schedule and update meetings and appointments in the calendar
- Share and create calendar groups
- Add, update, and sort contacts
- Perform a mail merge using contact groups

# 5 Modules, 42 Topics

01

2 Activities

## The Outlook 2019 Interface

*This module explains how to work with the Outlook 2019 interface.*

### LESSONS

Overview of the Outlook Interface · The Ribbon · Tabs, Groups, and Commands on the Ribbon · The Backstage View

02

3 Activities

## Performing Popular Tasks in Outlook 2019

*This module explains how to perform popular tasks in Outlook 2019.*

### LESSONS

- Setting Up an Email Account
- Open Email Messages
- Reply to and Forward Email Messages
- Preview and Save an Attachment
- Print a Message
- Delete a Message
- Save a Message in an Alternate Format
- Delegate Access
- Customize the Navigation Pane

03

Activity

## Working with Messages

*This module explains how to work with messages in Microsoft Outlook.*

### LESSONS

Compose a Message · Add an Attachment · Add Voting Options · Check Spelling and Grammar · Format Text · Use Microsoft Word to Edit Messages · Insert a Hyperlink or Image to a Message · Send a Message

## 04

2 Activities

## Working with the Calendar

This module explains how to work with the calendar in Microsoft Outlook.

### LESSONS

- Change Your Calendar View
- Set Up Availability Status
- Print Your Schedule
- Share Your Calendar
- Schedule a Meeting
- Make Updates to Meetings
- Cancel a Meeting
- Reply to a Meeting Invitation
- Schedule an Appointment
- Make Updates to an Appointment
- Create Calendar Groups
- Delete a Calendar
- Work with Calendar Items
- Create and Add Calendars

## 05

2 Activities

## Organizing Contacts

This module explains how to organize contacts in Microsoft Outlook.

### LESSONS

Add, Delete, Import, and Print a Contact · Update a Contact · Locate a Contact · Sort Contacts · Work with Contact Groups · Manage Multiple Address Books · Perform a Mail Merge

### HANDS-ON ACTIVITIES

## Practise What You Learn

| #  | MODULE                                   | ACTIVITY                                                                                                                                                                                                   |
|----|------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 01 | The Outlook 2019 Interface               | <b>LAB : OUTLOOK INTERFACE EXERCISES</b> <ul style="list-style-type: none"> <li>■ Exploring the Ribbon</li> <li>■ Exploring the Backstage View</li> </ul>                                                  |
| 02 | Performing Popular Tasks in Outlook 2019 | <b>LAB : PERFORMING POPULAR TASKS EXERCISES</b> <ul style="list-style-type: none"> <li>■ Setting Up an Email Account</li> <li>■ Opening and Replying to a Message</li> <li>■ Printing a Message</li> </ul> |
| 03 | Working with Messages                    | <b>Lab : Creating and Sending a New Message:</b> Creating and Sending a New Message                                                                                                                        |
| 04 | Working with the Calendar                | <b>LAB : WORKING WITH THE CALENDAR EXERCISES</b> <ul style="list-style-type: none"> <li>■ Setting Up Your Calendar</li> <li>■ Scheduling a Meeting</li> </ul>                                              |

| #  | MODULE              | ACTIVITY                                                                                                                                                       |
|----|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 05 | Organizing Contacts | <b>LAB : ORGANIZING CONTACT EXERCISES</b> <ul style="list-style-type: none"> <li>■ Adding and Updating a Contact</li> <li>■ Performing a Mail Merge</li> </ul> |

#### WHAT IS INCLUDED

## Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

#### ABOUT KOENIG

## Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

#### FLEXIBLE DELIVERY

## Learn the Way That Suits You

Classroom Training

Live Online Classes (ILO)

Fly-Me-A-Trainer (FMAT)

Flexi (Self-Paced)

1-on-1 Training

## Ready to Get Started?

Talk to a learning advisor about schedules, group training and customised delivery.

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