

# Microsoft® Office Outlook® 2016: Part 1 (Desktop/Office 365™)

Duration: 1 Day

Method: Instructor-Led

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*Certification: Microsoft® Office Specialist (MOS) — Exam: Outlook® 2016: Core Communication, Collaboration and Email Skills Code: 77-731*

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## Course Description

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® Office Outlook® 2016 courses. It will provide you with the basic skills you need to start using Outlook® 2016 to manage your email 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 email client to manage their email communications, calendar appointments, contact information, and other communication tasks.
- Persons who wish to prepare for the Certification exam for Microsoft® Outlook® 2016.

## Prerequisites

To attend this course, participants 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.

## Course Objectives

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

- Navigate Outlook® 2016 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

### Lesson 1: Getting Started with Outlook® 2016

- **Topic A:** Navigate the Outlook® Interface
- **Topic B:** Work with Messages
- **Topic C:** Access Outlook® Help

### Lesson 2: Formatting Messages

- **Topic A:** Add Message Recipients
- **Topic B:** Check Spelling and Grammar
- **Topic C:** Format Message Content

### Lesson 3: Working with Attachments and Illustrations

- **Topic A:** Attach Files and Items
- **Topic B:** Add Illustrations to Messages
- **Topic C:** Manage Automatic Message Content

### Lesson 4: Customizing Message Options

- **Topic A:** Customize Reading Options
- **Topic B:** Track Messages
- **Topic C:** Recall and Resend Messages

### Lesson 5: Organizing Messages

- **Topic A:** Mark Messages
- **Topic B:** Organize Messages Using Folders

### Lesson 6: Managing Your Contacts

- **Topic A:** Create and Edit Contacts
- **Topic B:** View and Print Contacts

### Lesson 7: Working with the Calendar

- **Topic A:** View the Calendar
- **Topic B:** Create Appointments
- **Topic C:** Schedule Meetings
- **Topic D:** Print the Calendar

### Lesson 8: Working with Tasks and Notes

- **Topic A:** Create Tasks
- **Topic B:** Create Notes

### Appendix A: Microsoft® Office Outlook® 2016 Exam 77-731

### Appendix B: Microsoft® Outlook® 2016 Common Keyboard Shortcuts

## ACTIVITIES INCLUDED

