



INFOCUS COURSEWARE

# ICTICT107 Use Personal Productivity Tools

Microsoft Outlook 2013



Product Code: INF1188

ISBN: 978-1-925298-90-1

## ❖ General Description

The skills and knowledge acquired in ICTICT107 Use Personal Productivity Tools are sufficient to be able to use the features and components of a range of personal productivity tools. It applies to individuals who perform routine tasks in the workplace and use a range of current technology based personal productivity tools, under direct supervision or with limited responsibility.

## ❖ Learning Outcomes

At the completion of this course you should be able to:

- understand some of the more basic email concepts
- start **Microsoft Outlook** and navigate its key features
- create and send email messages
- receive emails in your **Inbox** and then work with them
- competently work with file and item attachments within email messages
- use the search facilities to locate messages and other **Outlook** items
- work with the **Calendar** feature
- schedule appointments and events in your calendar
- schedule meetings using **Outlook**
- create and work with contacts
- monitor and manage your contacts within **Outlook**
- create and work with tasks
- create and work with task requests

## ❖ Prerequisites

ICTICT107 Use Personal Productivity Tools assumes no prior knowledge of Microsoft Outlook 2013. However, it would be beneficial to have a general understanding of personal computers and the Windows operating system environment.

## ❖ Topic Sheets

123 topics

## ❖ Methodology

The InFocus series of publications have been written with one topic per page. Topic sheets either contain relevant reference information, or detailed step-by-step instructions designed on a real-world case study scenario. Publications can be used for instructor-led training, self-paced learning, or a combination of the two.

## ❖ Formats Available

A4 Black and White, A5 Black and White (quantity order only), A5 Full Colour (quantity order only), Electronic Licence

## ❖ Companion Products

There are a number of complementary titles in the same series as this publication. Information about other relevant publications can be found on our website at [www.watsoniapublishing.com](http://www.watsoniapublishing.com).

*This information sheet was produced on Friday, May 01, 2015 and was accurate at the time of printing. Watsonia Publishing reserves its right to alter the content of the above courseware without notice.*



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Product Information



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## Contents

### Email Concepts

- How Email Works
- Email Addresses
- The Benefits of Email
- Email Etiquette
- Emails and Viruses

### Getting Started With Outlook

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- Starting Outlook From the Desktop
- Common Outlook 2013 Screen Elements
- Using the Ribbon
- Understanding the Backstage View
- Understanding the Quick Access Toolbar
- 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
- Exiting Outlook

### Sending Email

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- How Outlook Mail Works
- Composing an Email Message
- The Message Window
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- Adding Importance
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### Receiving Email

- Understanding the Inbox
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- Adjusting the Message View
- Previewing Messages
- Arranging Messages
- Reading Messages
- Opening Several Messages
- Replying to a Message

- Replying to All Messages
- Getting Replies Sent to Another Address
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### Working With Attachments

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- Inserting a File Attachment
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- Previewing Attachments
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- Using Instant Search
- Expanding the Search
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### Working With the Calendar

- Accessing the Calendar
- Changing the Calendar Arrangement
- Displaying Specific Dates
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- Changing the Current View

### Appointments and Events

- Quickly Scheduling an Appointment
- Scheduling Using the Appointment Window
- Rescheduling an Appointment to Another Day
- Rescheduling an Appointment to Another Time
- Creating Recurring Appointments
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- Scheduling an Event
- Scheduling Free and Busy Times
- Printing Your Calendar
- Deleting Activities

### Scheduling Meetings

- Scheduling a Meeting
- Meeting Response Options
- Responding to Meeting Requests
- Tracking Meeting Responses
- Changing a Meeting
- Adding or Removing Attendees
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- Understanding People View
- Understanding the Contact Form
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- Pinning a Contact to Favourites
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- Deleting Tasks
- Printing a Task List

### Task Requests

- How Task Requests Work
- Creating a Task Request
- Responding to a Task Request
- Completing an Assigned Task
- Viewing Updated Task Requests



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## Unit Mapping

This unit describes the skills and knowledge required to use the features and components of a range of personal productivity tools.

	Performance Criteria	Location
<b>1</b>	<b>Use calendar features</b>	
1.1	Navigate within the calendar of the personal productivity tool and schedule events and appointments	Chapter 2: Getting Started With Outlook, Chapter 7: Working With the Calendar, Chapter 8: Appointments and Events, Chapter 9: Scheduling Meetings
1.2	Set a reminder and if necessary customise the reminder	Chapter 8: Appointments and Events
1.3	Customise the calendar views, menus and toolbars, and work within different views	Chapter 7: Working With the Calendar
1.4	Delete events and appointments	Chapter 8: Appointments and Events
1.5	Customise the calendar's print options and print the calendar according to format requirements	Chapter 8: Appointments and Events
<b>2</b>	<b>Use contact management</b>	
2.1	Create, edit and delete contacts as required, recording information in the appropriate fields	Chapter 2: Getting Started With Outlook, Chapter 10: Contacts
2.2	Use contact information for email purposes according to organisation policies related to privacy	Chapter 11: Managing Contacts
2.3	Group contacts into categories that are consistent and meaningful	Chapter 11: Managing Contacts
<b>3</b>	<b>Use additional features</b>	
3.1	Link activities and contacts when required	Chapter 3: Sending Email, Chapter 4: Receiving Email, Chapter 6: Searching, Chapter 9: Scheduling Meetings, Chapter 11: Managing Contacts, Chapter 13: Task Requests
3.2	Use expense sheets, search facilities, notes and email when appropriate	Chapter 1: Email Concepts, Chapter 2: Getting Started With Outlook, Chapter 3: Sending Email, Chapter 4: Receiving Email, Chapter 5: Working With Attachments, Chapter 6: Searching
3.3	Integrate the above features with other applications or the calendar and contacts list	Generally assumed throughout

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