



Microsoft Outlook 2016

Level 1



INFocus COURSEWARE

Product Code: INF1625

ISBN: 978-1-925349-91-7

❖ General Description

The skills and knowledge acquired in **Microsoft Outlook 2016 - Level 1** are sufficient to be able to send and receive emails, schedule appointments and maintain contact details information.

❖ 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
- work with message flags and reminders
- work effectively with junk email
- work with the **Calendar** feature
- create and work with contacts
- create and work with tasks
- obtain help for **Outlook** whenever you need it

❖ Prerequisites

Microsoft Outlook 2016 - Level 1 assumes little or no knowledge of the software. However, it would be beneficial to have a general understanding of personal computers and the Windows operating system environment.

❖ Topic Sheets

133 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.

This information sheet was produced on Monday, May 23, 2016 and was accurate at the time of printing. Watsonia Publishing reserves its right to alter the content of the above courseware without notice.



47 Greenaway Street
Bulleen VIC 3105
Australia
ABN 64 060 335 748

Phone: (+61) 3 9851 4000
Fax: (+61) 3 9851 4001
info@watsoniapublishing.com
www.watsoniapublishing.com

Product Information



Contents

Email Concepts

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

Getting Started With Outlook

- Understanding Outlook 2016
- Starting Outlook From the Desktop
- Common Outlook 2016 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
- Changing the Office Theme
- 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
- Understanding Clutter

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 to 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

Getting Help

- Understanding How Help Works
- Using Tell Me
- Accessing the Help Window
- Navigating the Help Window
- Using Google to Get Help





Microsoft Outlook 2016

Level 1



INFOCUS COURSEWARE

Product Code: INF1625

ISBN: 978-1-925349-91-7

Using Smart Lookup
Printing a Help Topic



47 Greenaway Street
Bulleen VIC 3105
Australia
ABN 64 060 335 748

Phone: (+61) 3 9851 4000
Fax: (+61) 3 9851 4001
info@watsoniapublishing.com
www.watsoniapublishing.com

Product Information