



INFOCUS COURSEWARE

ICTICT107 Use Personal Productivity Tools

Microsoft Outlook 2016



Product Code: INF1766

ISBN: 978-1-925526-36-3

❖ 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 2016. 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.

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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

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- Starting Outlook From the Desktop
- Common Outlook 2016 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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- The Message Window
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- Adding Importance
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- Expanding the Search
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- Scheduling Using the Appointment Window
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- Printing a Task List

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- 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
1	Use calendar features	
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 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
2	Use contact management	
2.1	Create, edit and delete contacts as required, recording information in the appropriate fields	Chapter 2: Getting Started With Outlook, Chapter 10: People
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
3	Use additional features	
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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