



INFocus COURSEWARE

# BSBITU213 Use Digital Technologies To Communicate Remotely

Microsoft Outlook 2016



Product Code: INF1851

ISBN: 978-1-925873-25-2

## ❖ General Description

This publication has been mapped to the **BSBITU213 - Use Digital Technologies To Communicate Remotely** competency. It applies to individuals employed in a range of environments who wish to send, receive and manage email communication.

## ❖ Learning Outcomes

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

- understand some of the more basic email concepts
- understand how to use digital communication methods
- understand how to appropriately send and receive information in the workplace
- 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
- organise and work with mail folders and use quick steps
- create and use rules to manage your email messages
- create and work with contacts
- monitor and manage your contacts within **Outlook**

## ❖ Prerequisites

BSBITU213 Use Digital Technologies To Communicate Remotely assumes little or no 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

150 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, April 12, 2019 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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## Contents

### Email Concepts

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

### Types of Digital Communication

- Communicating via Email
- Choosing an Email Application
- Communicating via Phone
- Communicating via Instant Message
- Communicating via Social Media
- Communicating via Websites

### Digital Communication at Work

- Understanding Communication
- Privacy
- Protecting Your Data

### Getting Started With Outlook

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- 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

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- The Message Window
- Creating a New Message
- Checking the Spelling
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- Adding Importance
- Requesting Message Receipts
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- Using an AutoSignature
- Removing an AutoSignature
- Sending a Courtesy Copy
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- Retrieving Email
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- Understanding Conversation View
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- Replying to a Message in a Conversation
- Replying to All Messages
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- Adding Comments to Replies
- Getting Replies Sent to Another Address
- Forwarding Messages
- Finding Related Messages
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- Marking Messages as Unread
- Understanding Clutter

### Working With Attachments

- Understanding File Attachments
- Inserting a File Attachment
- Attaching Other Outlook Items
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- Saving a File Attachment
- Opening a File Attachment

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- Flagging Messages in the Message List
- Sending a Message With a Flag
- Adding a Reminder to Your Messages
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- Removing a Flag

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- Phishing and Junk Email
- Understanding Junk Email Options
- Marking Messages as Junk Mail
- Marking Messages as Safe
- Managing the Senders Lists
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- Copying Messages
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- Automating Common Tasks With Quick Steps
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### Working With Rules

- About Rules
- Creating a New Rule From a Template
- Selecting the Rule Conditions
- Selecting the Rule Actions
- Selecting the Rule Exceptions
- Naming and Reviewing the Rule
- Testing the Rule
- Managing Existing Rules



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## 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

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- Pinning a Contact to Favourites
- Contacting a Contact
- Contacting a Contact From the People Peek
- Forwarding Contacts
- Creating a Contact Group
- Using a Contact Group
- Using a Partial Contact Group
- Deleting Members From a Contact Group



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## Unit Mapping

This unit describes the skills and knowledge required to effectively identify, select and use available methods of digital communication in a workplace context. Such methods may include electronic mail (email), instant messaging and other similar applications/web-based platforms.

	Performance Criteria	Location
<b>1</b>	<b>Identify methods for digital communication</b>	
1.1	Identify purpose for communication, intended audience and content of proposed communication (including whether it is commercially sensitive)	Chapter 1: Email Concepts, Chapter 5: Sending Email, Chapter 3: Digital Communication at Work
1.2	Identify available digital communication applications by accessing relevant sources of information and clarify with relevant personnel as required	Chapter 4: Getting Started With Outlook, Chapter 2: Types of Digital Communication
1.3	Select most appropriate application for communication in accordance with available resources and relevant organisational policies and procedures	Chapter 4: Getting Started With Outlook, Chapter 2: Types of Digital Communication
<b>2</b>	<b>Implement procedures to send and receive digital communications</b>	
2.1	Access application/platform for sending and receiving digital communications in accordance with organisational policies and procedures	Chapter 4: Getting Started With Outlook, Chapter 2: Types of Digital Communication, Chapter 3: Digital Communication at Work
2.2	Create outgoing digital communication, checking for accuracy and ensuring that any required attachments are prepared in accordance with organisational and technology provider requirements	Chapter 5: Sending Email, Chapter 7: Working With Attachments, Chapter 3: Digital Communication at Work
2.3	Identify urgent, confidential, personal, suspicious or potentially dangerous email and take appropriate action, clarifying with relevant personnel as required	Chapter 1: Email Concepts, Chapter 9: Junk Email
2.4	Access and determine most appropriate action in response to incoming digital communications, in accordance with organisational policies and procedures	Chapter 6: Receiving Email
<b>3</b>	<b>Manage digital communications effectively</b>	
3.1	Set security levels and/or filters for incoming digital communications in accordance with organisational policies and procedures	Chapter 8: Flagging Messages, Chapter 9: Junk Email, Chapter 11: Working With Rules
3.2	Create plan for monitoring and maintaining digital communications across multiple applications/platforms in accordance with organisational policies and procedures	Chapter 8: Flagging Messages, Chapter 9: Junk Email, Chapter 10: Organising Messages, Chapter 11: Working With Rules
3.3	Store digital communications and/or attachments in accordance with policies and procedures	Chapter 7: Working With Attachments, Chapter 9: Junk Email, Chapter 10: Organising Messages
3.4	Empty inboxes and archive or permanently delete in accordance with organisational policies and procedures	Chapter 9: Junk Email, Chapter 10: Organising Messages
3.5	Create methods for communicating electronically with targeted groups of stakeholders as relevant to organisation	Chapter 5: Sending Email, Chapter 13: Managing Contacts



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