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## **Microsoft Outlook 2016** **Level 1 Training**

### **Overview & Learning Outcomes**

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.

Upon successful 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**

There are no pre-requisites for this course.

### **Duration:**

1 Day

### **Courseware:**

High quality learning materials are available for purchase by participants.

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## **Microsoft Outlook 2016 – Level 1**

### **Training Course Outline**

#### **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 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

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- 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
- Using smart lookup
- Printing a Help topic

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