

# Lesson Notes for Microsoft Outlook 2016

## Lesson 1: Getting Started with Email

Pg	Slide	Topic/Exercise Heading	Obj	Instructor Notes	Exercise Data Files: Starting File / Saved File	Timing (mins)
		The Microsoft Office Specialist Exam Objectives listed at the right are covered in this lesson:	1.1.1 1.1.2 1.1.3 1.1.4 1.2.1 1.2.2 1.2.3 1.2.4 2.1.1 2.2.1 2.2.2 2.2.3 2.2.4 2.2.5 2.2.6 2.2.7 2.2.8 2.2.9 2.3.1 2.3.2	customize reply messages change text formats for all outgoing messages configure the Navigation Pane configure views print message, calendar, contact, or task information save message attachments preview attachments save messages in alternate formats set fonts for new messages and responses create a message add or remove message attachments add cc and bcc to messages add tracking and voting options forward and reply to messages request a delivery or read receipt redirect replies flag outgoing messages for follow up, importance and sensitivity recall a message format text insert hyperlinks		

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			<b>2.3.3</b> <b>2.3.4</b> <b>2.4.6</b> <b>2.4.7</b> <b>3.3.3</b>	<b>apply themes and styles</b> <b>insert images</b> <b>mark a message as read or unread</b> <b>flag received messages</b> <b>configure reminders</b>		
1	3	Lesson Objectives		<ul style="list-style-type: none"> <li>Review the objectives with students so they know what will be covered in the lesson.</li> <li>Post objectives where they are visible in the classroom each day. <ul style="list-style-type: none"> <li>use the Ribbon and Quick Access Toolbar</li> <li>use the Navigation Pane and Peek Bar</li> <li>configure mail settings</li> <li>compose, address, and format message text</li> <li>insert items into a message</li> <li>set message options</li> <li>work with attachments in messages</li> <li>read and view messages</li> <li>reply to or forward messages</li> <li>save and print messages</li> </ul> </li> </ul>		5-10
1	4-5	What is Microsoft Outlook?		<p>Before beginning, take a survey of students who have/have not used Outlook previously. Discuss the following questions with the class.</p> <ul style="list-style-type: none"> <li>What are some of the uses for Outlook?</li> </ul>		5-10

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				<ul style="list-style-type: none"> <li>What other email programs exist?</li> </ul>		
2-3	6	Looking at the Screen		Review the areas of the Outlook interface. Demonstrate how to access various areas of the interface.		10-20
4	7	– Using the Quick Access Toolbar		Explain that becoming proficient with the Quick Access Toolbar will save you time. Demonstrate the methods for customizing the Quick Access Toolbar.		5-10
4-6	8-9	– Using the Ribbon		The Ribbon is (for the most part) consistent among the Office programs. Students should understand how the ribbon is referenced in the book: <ul style="list-style-type: none"> <li>Read out a sample instruction, such as “On the Home tab, in the New group, click New Email to create a new message” and step through the process so students can see the tab, the group, and the command.</li> </ul>		5-10
6-7	10-11	– Using the Navigation Pane	1.1.3	Demonstrate the different elements of the Navigation Pane and how they function, emphasizing the Peek Bar and its convenience. Demonstrate how to customize the Navigation Pane.		5-10
8		<b>Learn to set Outlook display for quick access</b>		Students will set Outlook to display in a certain manner for quick access to messages and become familiar with some of the navigation tools in the main screen.	andrewm@tolano.com.pst	10-15

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8-12	12	– Customizing Mail	1.1.1 1.1.2 1.1.4 2.1.1	Demonstrate how to navigate to the Mail element and how to customize message options.  Explain that students will become very familiar with the Mail options throughout this course.  Instructors could assign students/groups with experimenting and sharing assigned elements within the Mail options window.		10-15
12	13	– Customizing the View	1.1.4	Discuss the different groups within the View tab.  Demonstrate how to change views in Outlook.  <b>Tip:</b> Place particular emphasis on the Layout group because students often accidentally switch the views of the Folder and Reading pane and become frustrated because they are unsure how to restore the original appearance.		5-10
12		<b>Learn to customize options</b>	1.1.1 1.1.2 1.1.3 1.1.4 2.1.1	Students will customize some options in Outlook and then change them back to the default.	andrewm@tolano.com.pst	10-20
15	14	Creating a New Message	2.2.1	Demonstrate how to create a new message.  Discuss the different fields of a new message.		5
16-17	15	– Addressing a New Message	2.2.3	Discuss the two parts of an email address as outlined in the book.  Demonstrate the different methods for addressing a message.		5-10

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				Discuss the "Cc" and Bcc" fields and ask students for examples of when you might use each one.		
17-19	16	– Entering and Formatting Message Text	2.3.1	<p>Discuss the different types of email formatting:</p> <ul style="list-style-type: none"> <li>• HTML</li> <li>• Plain Text</li> <li>• Rich Text</li> </ul> <p>Add some text with formatting to a new message and toggle between the different formats to show students how the formatting is affected.</p> <p>Demonstrate basic formatting options and how to access the Font properties dialog box for additional formatting options.</p> <p>Discuss the importance of using readable fonts when composing/replying to messages.</p>		5-10
19-20	16	– Applying Themes	2.3.3	<p>Discuss the purpose of themes.</p> <p>Demonstrate how to apply a theme to a new message.</p> <p>Have students add some text to a new message and experiment with applying different themes to the message.</p>		10-15
21-22	16	– Working with Styles	2.3.3	<p>Discuss the most common styles used for messages and their appropriate applications.</p> <p>Demonstrate how to add existing styles to text in a message.</p>		5-10
22		– Inserting Items in Messages		Discuss the two different methods of including items in a message:		5-10

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				<ul style="list-style-type: none"> <li>Inserting directly into the message area</li> <li>Adding as an attachment</li> </ul>		
23	17	– Inserting Hyperlinks	2.2.2 2.3.2	<p>Demonstrate the different methods of adding a hyperlink to text within a message.</p> <p>Demonstrate how to edit and remove an existing hyperlink.</p>		5-10
23-24	18	– Inserting Pictures	2.2.2 2.3.4	<p>Discuss the different sources for obtaining images:</p> <ul style="list-style-type: none"> <li>Browse computer</li> <li>Online Pictures</li> </ul> <p>Demonstrate how to insert and format pictures within a message.</p>		10-15
25-27		<b>Learn to create and format messages</b>	2.2.1 2.2.3 2.3.1 2.3.3 2.3.2 2.3.4	<p>Students create a new message and use the various formatting options to enhance the text before sending the message.</p>	andrewm@tolano.com.pst Katherine.jpg	20-30
27	19	– Working with Attachments		<p>Discuss the different elements in the Include group.</p> <p>Discuss the importance of considering file size when sending email attachments.</p> <p>Explain that not all file formats are the same and that you should consider which formats your recipient can open.</p>		5-10

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27-28	19	– Including Attachments	2.2.2	Demonstrate the different methods of including an attachment and Outlook item within a message.		5-10
28-30		<b>Learn to add an attachment</b>	2.2.2	Students will send a new message that includes an attachment, along with an Outlook item.	andrewm@tolano.com.pst Tolano Organization Chart.pdf Julie Neuman.vcf Emergency Instructions.docx	10-15
30-31	20	– Using Message Options	2.2.8	Discuss the different message tags and their application. Review the Options tab with students.		10-15
31-32	20	– Using the Voting and Tracking Options	2.2.4	Demonstrate how to add voting and tracking options to a message.  Demonstrate how to add custom voting buttons to a message. Ask students for examples of when you might add these options both in a personal and a business scenario.		5-10
32	20	– Requesting Delivery or Read Receipts	2.2.6 2.2.7	Explain that recipients are prompted whether they would like to send a read receipt.  Ask students to explain why you might request a read receipt. Demonstrate how to request a read receipt.		5-10
33	21	– Sending the Message		Explain that Outlook prompts you about missing attachments when text in the body of the message includes phrases such as "See attachment."		5-10

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33	22	– Recalling a Message	2.2.9	Discuss the importance of proofreading messages and emphasize that once a message is sent you may not be able to recall it.  Discuss some scenarios when you might need to recall a message.  Demonstrate how to recall a message.		5-10
33-34		<b>Learn to apply options for a message</b>	2.2.4 2.2.6 2.2.7 2.2.8	Students will send a message and request a delivery receipt and a read receipt.	andrewm@tolano.com.pst	5-10
34		Reading and Viewing Messages		Discuss the importance of prioritizing messages.		5-10
34-35	23	– Checking for New Messages		Explain that Outlook automatically checks for new messages when you first open it, and that it continuously checks for new messages at regular intervals while the program is open.  Demonstrate how to manually check for new messages or send messages.		5-10
35	24	– Saving Messages	1.2.4	Discuss how saving messages allows you to open them in other programs and also serves as a way to save old messages that may be needed at some future date.  Saving a message as “Text Only” will allow you to open the message with any text reader such as Notepad, WordPad, or Word.		5-10



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				Demonstrate how to save a message.		
36	25	– Dealing with Attachments		<p>Discuss the importance of using caution when opening messages with attachments – especially if they are from unknown senders.</p> <p>You should verify with the email sender before opening unexpected attachments, or those that contain unusual names.</p> <p>A virus has the ability to infect a user's computer and then email copies of itself to all the addresses in a user's address book.</p> <p>Have students take a few minutes to research popular email viruses.</p>		5-10
36	25	– Previewing Attachments	1.2.3	Previewing attachments saves time – you can quickly prioritize messages without having to open each attachment.		5-10
36-37	25	– Opening Attachments		<p>Outlook determines which program to use to open attachments based on the file extension of the attachment. Examples: .docx – Word, .pptx – PowerPoint, .pdf – PDF reader</p> <p>Explain that Outlook cannot open attachments if it cannot find a compatible program installed on the system.</p>		5-10
37	25	– Saving Attachments	1.2.2	<p>Demonstrate the methods for saving individual and multiple attachments.</p> <p>Discuss the importance of using proper file and folder structure guidelines when saving files to ensure you maintain good organization.</p>		5-10

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37	25	– Removing Attachments	2.2.2	Removing an unneeded attachment from an email message will enable you to keep the message without requiring a large amount of storage space.		5-10
37-38	26	– Replying	2.2.5	Discuss appropriate and inappropriate scenarios for using the reply and reply all features.  Using the reply all feature creates a clear line of communication with all stake holders of an email message.  Demonstrate how to use reply and reply all.		5-10
38	27	– Forwarding a Message	2.2.5	Demonstrate the different methods of forwarding a message.  Discuss scenarios of when you may want to forward a message in order to include the original attachment.		5-10
39		– Marking Messages as Read or Unread	2.4.6	You can mark a previously read message as unread to indicate it should be re-read or revisited.		5-10
39-41	28	– Flagging Messages	2.4.7	Flagging messages for follow up allows you to quickly prioritize messages and associate specific actions with those messages.  Provide sample email messages to students and assign flags to each message as a class.		5-10
254 1	29	– Using the Reminders Window	3.3.3	The Reminders window alerts you of an upcoming task or event.  Discuss the different options within the Reminders window.  Explain that students should use caution when using the “Dismiss All” button.		5-10

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42-45		<b>Learn to open and respond to messages</b>	1.2.4 1.2.2 1.2.3 2.2.2 2.2.5 2.4.6 2.4.7 3.3.3	Students will open and respond to received messages, work with attachments and set other options.	andrewm@tolano.com.pst Julie Neuman.vcf Tolano Organization Chart.pdf Spring Brochure.txt	15-20
45-46	30	Printing Messages	1.2.1	Ask students for examples of when you might want to keep a hard copy of an email message.  Discuss the different options for printing messages.  Demonstrate the methods of printing email messages.		5-10
46		<b>Learn to print messages</b>	1.2.1	Students will print some of the messages they received.	andrewm@tolano.com.pst	5-10
47	31	Lesson Summary		Review the objectives with students to remind them of what was covered in the lesson. Provide a short summary of the features and give students a chance to complete exercises if they did not complete them earlier.		5-10
47-48		Review Questions		Answers to the Review questions are found in the Teacher Resources.  Questions can be used as a quiz, or assigned as homework, or as the basis of a class discussion.		10-20

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					Total (Hours)	5.0 – 8.0