

Microsoft[®]

Office 365 & 2019

Microsoft Outlook 2019

Certification Guide – Lesson 1: Getting Started with Email

Lesson Objectives

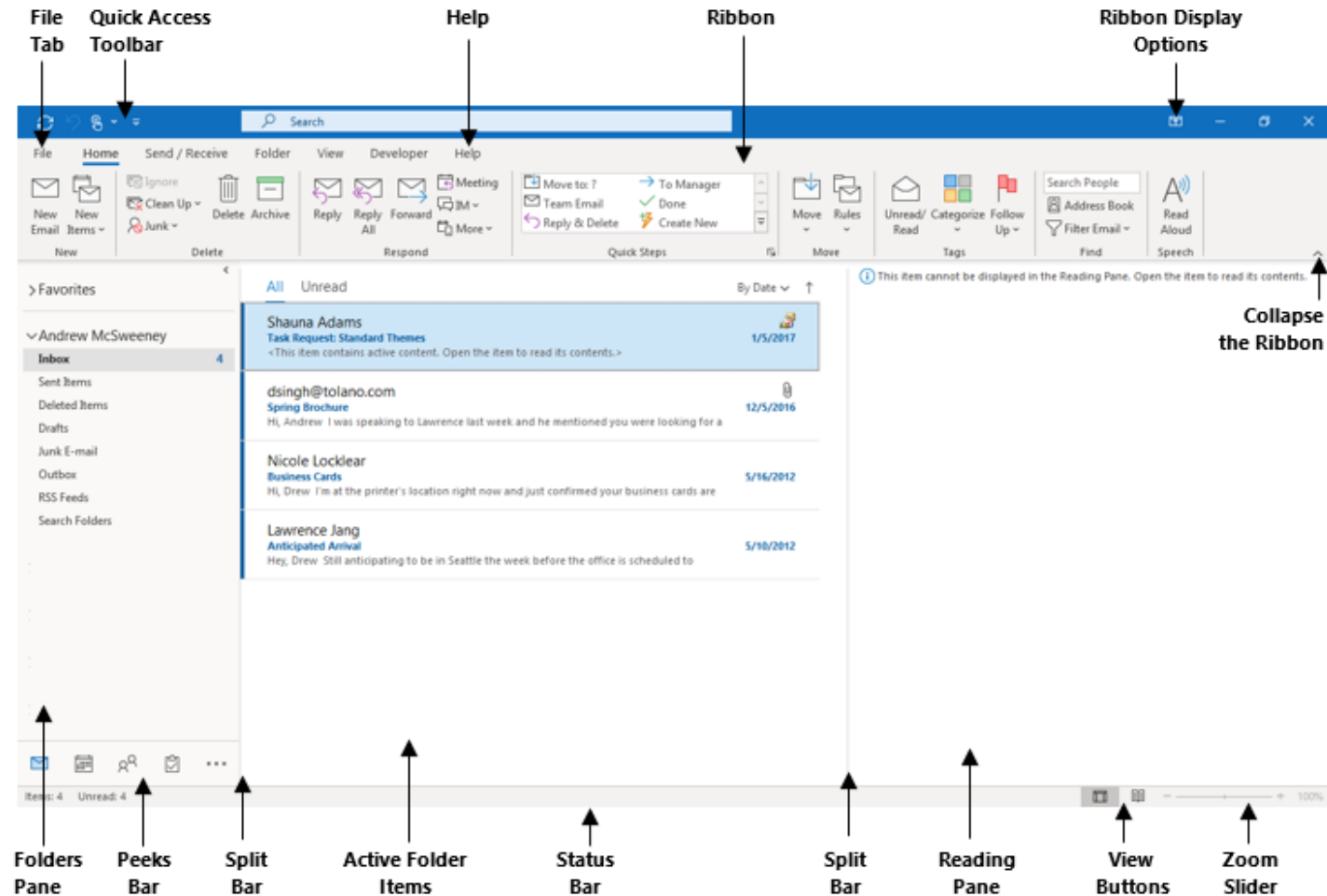
- use the Ribbon and Quick Access Toolbar
- use the Navigation Pane and Peeks Bar
- configure mail settings
- compose, address, and format message text
- insert items into a message
- set message options
- work with attachments in messages
- read and view messages
- reply to or forward messages
- save and print messages

What is Microsoft Outlook?

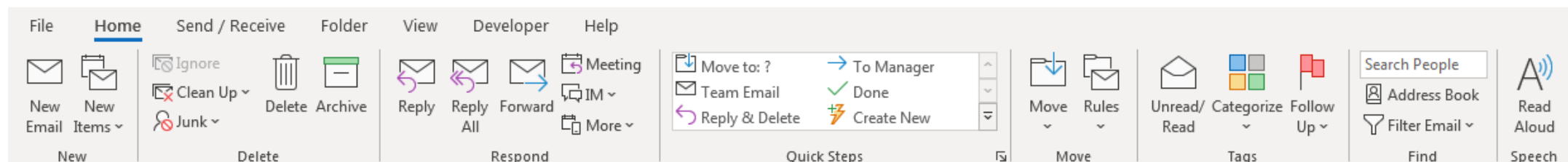
- Microsoft Outlook allows users to conveniently organize and share information with other users by:
 - sending and reading e-mail messages
 - scheduling appointments
 - managing contacts
 - creating a to-do list
 - recording notes



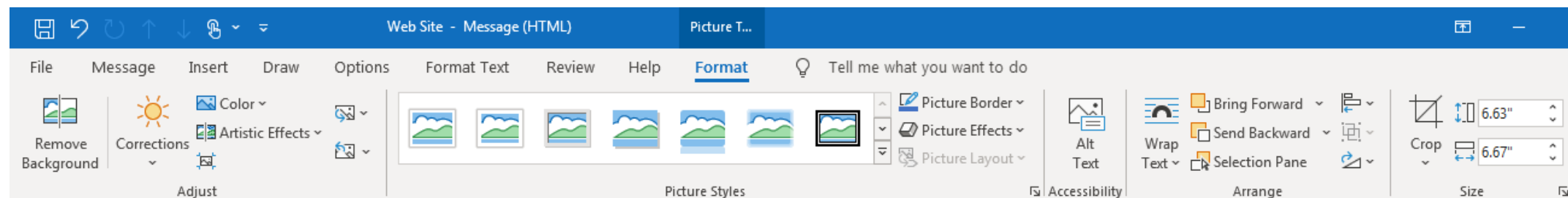
Looking at the Outlook Window





Using the Ribbon



- Commands are grouped on tabs
- Many ribbon buttons are toggle buttons
- Contextual ribbons appear only when needed



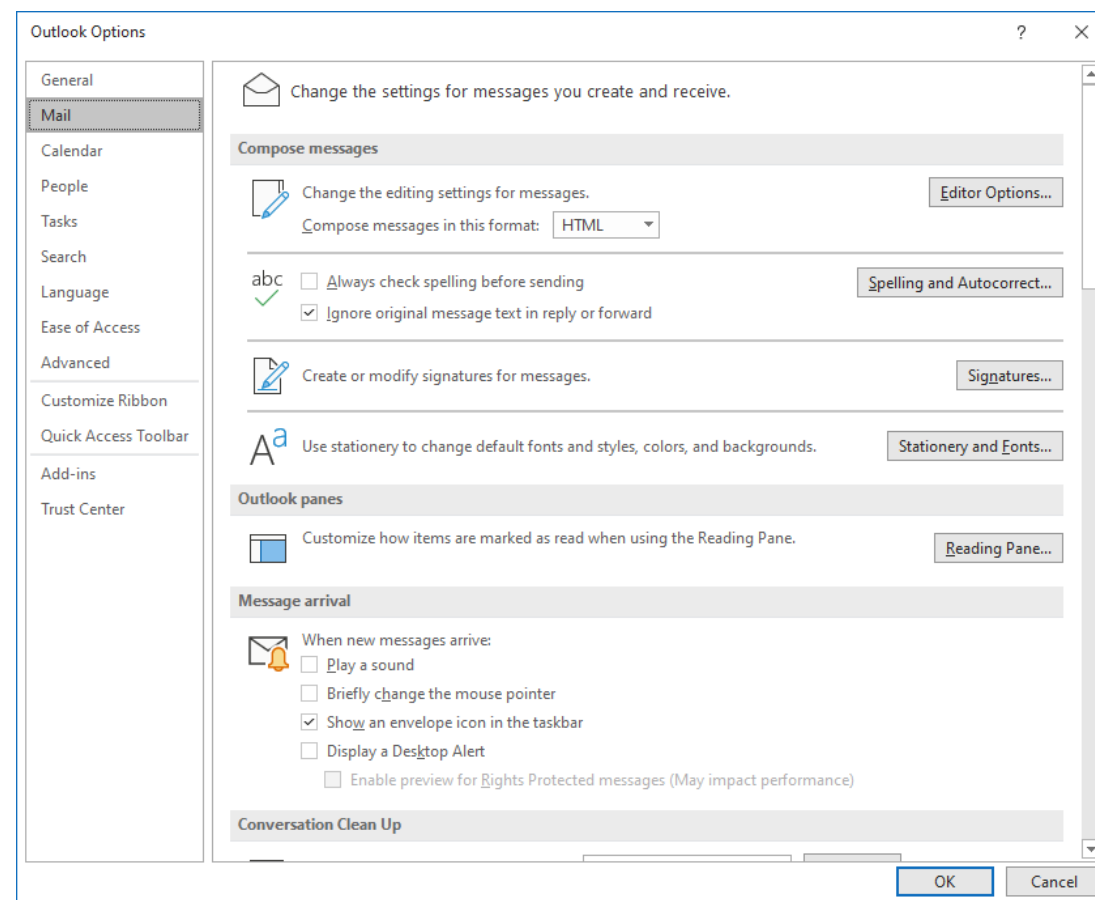
Using the Navigation Pane

- Efficiently switch between different Outlook components
- Can be customized to meet user's needs
 - Use  to collapse pane
 - Use  to keep pane displayed



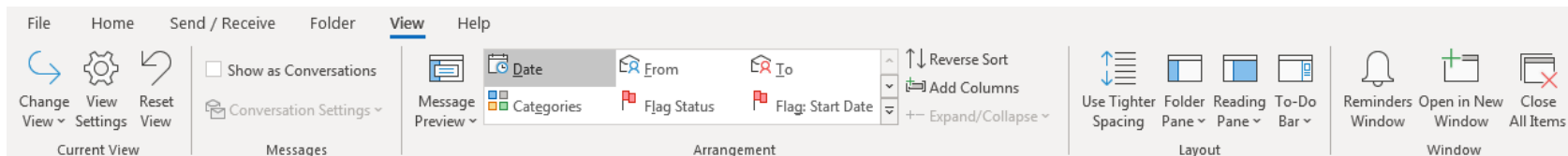
Customizing Mail

- Click the **File** tab, click **Options**, click **Mail**



Customizing the View

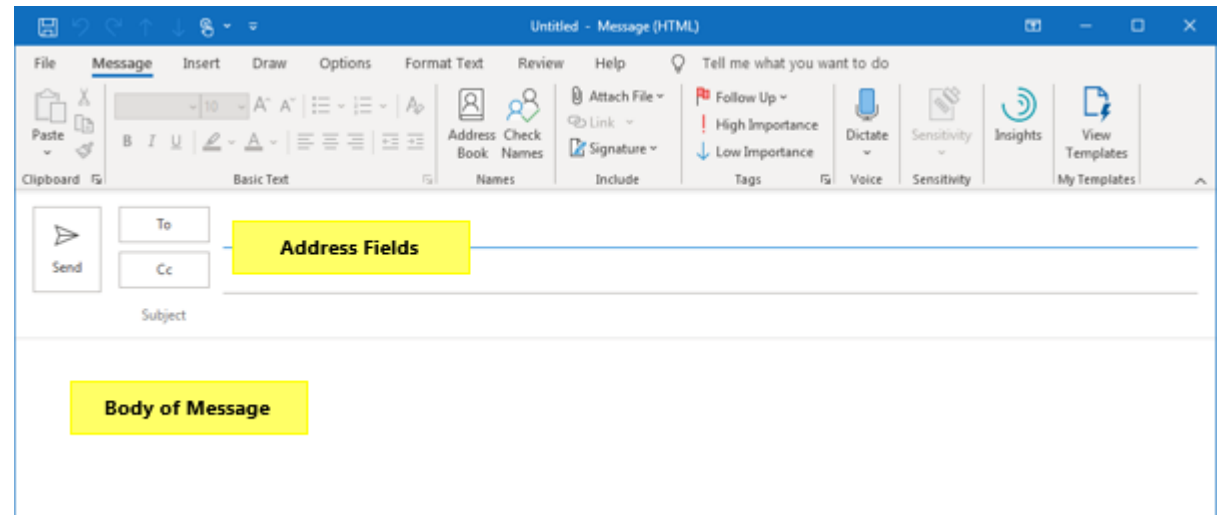
- **View Groups**



- Current View
- Messages
- Arrangement
- Layout
- People Pane
- Windows

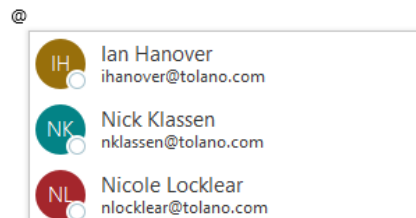
Creating a New Message

- Click the Home tab, in the New group, click **New Email**; or
- click the Home tab in the new group, click **New Items** and then click **E-mail Message**; or
- press CTRL + N



Using @ Mention

- Draw attention to someone for action
- Type @ symbol to see list of names you can select from
 - Symbol also used on social media and meeting platforms to tag someone for action

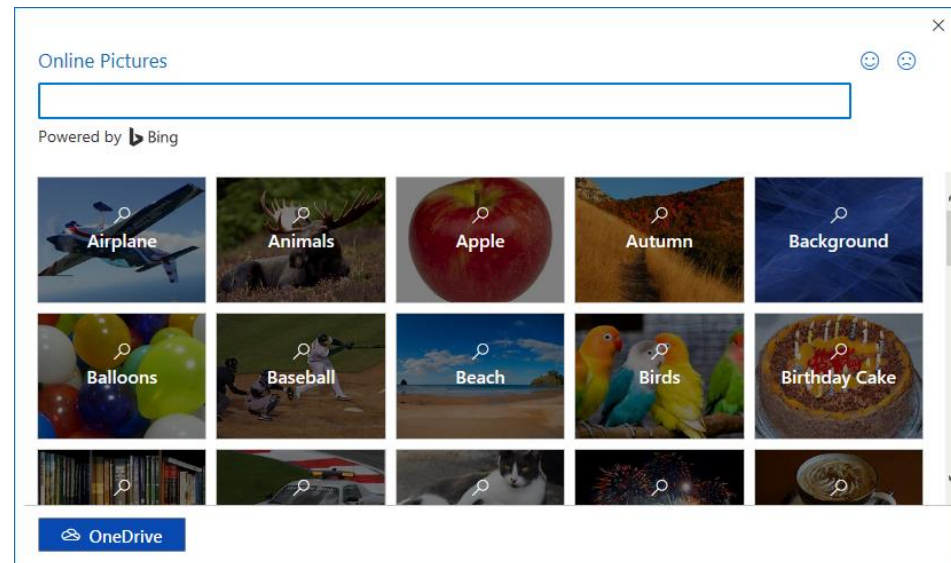


Entering and Formatting Message Text

- Email Formats
 - HTML – Formatting is compatible with most e-mail readers
 - Plain Text – No formatting allowing emails to be read by everyone
 - Rich Text – Formatting is only compatible with Outlook
- Email Formatting Tools
 - Basic Text group in Message tab
 - Mini toolbar
 - Font dialog box
 - Format tab

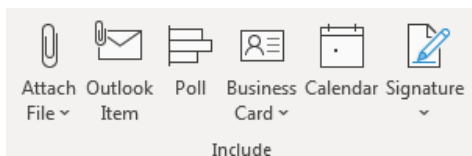
Inserting Pictures

- To insert pictures from a user's computer:
 - Click the **Insert** tab, and click **Pictures** from the Illustrations group
- To insert pictures from online:
 - Click the **Insert** tab, click **Online Pictures** from the Illustrations group



Including Attachments

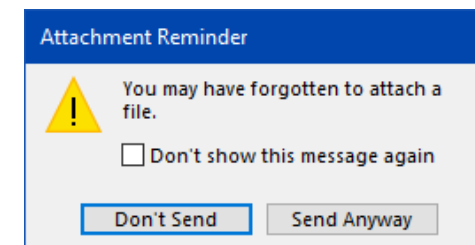
- The following Items can be attached to an email message within Outlook:




- on the Message tab, in the Include group, click **Attach Item**, then click **Outlook Item**; or
- on the Insert tab, in the Include group, click **Outlook Item**

Sending a Message

- When sending a message Outlook will prompt a user if one of the following is missing from a message when sent:
 - Subject
 - Email attachment (only occurs when text in the body of the message refers to an attachment)



Checking for New Messages

- To check for new messages in Outlook:
 - Automatically – Outlook checks the mail server and downloads new messages at specified intervals, for example, every five minutes.
 - Manually – Users can manually check for new messages by:
 - clicking the **Send/Receive** tab, in the Send & Receive group, click **Send/Receive All Folders**; or
 - on the **Send/Receive** tab, in the Send & Receive group, click **Send All** to send messages in your Outbox folder only; or
 - on the **Quick Access** Toolbar, click the  (**Send/Receive All Folders**) button; or
 - press F9

Replying to Messages

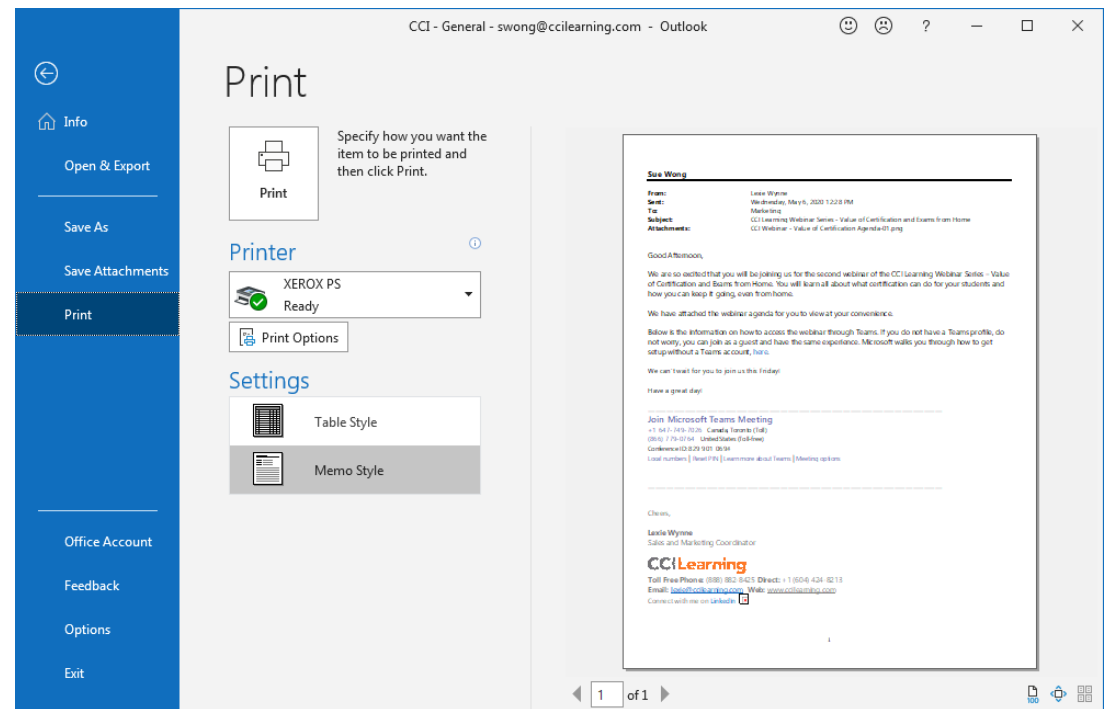
- Two options when replying to messages:
 - **Reply** – Message will be sent to the sender of the message
 - **Reply All** – Message will be sent to all recipients and sender of the message.
- Once a message receives a reply, Outlook displays ↩ next to the message you sent a response, or ↩️ if you responded to all recipients in the message

Forwarding Messages

- The Forward option allows a user to send a copy of an email message to other users:
 - click the **Message** tab, and in the Respond group, click **Forward**; or
 - press CTRL+F
- Once a message has been forwarded, Outlook displays → next to the message

Printing Messages

- Printing messages provides users with a hard copy trail of conversations.
- To print messages, select one or more messages:
 - click the **File** tab, click **Print**; or
 - press CTRL+P



Lesson Summary

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- use the Folder Pane and Peeks Bar
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