

Microsoft®

Outlook®

Certification Guide

Courseware 3272 Exam MS-400 ISBN 978-1-55332-514-5

Course Description

This *Microsoft Outlook 365 & 2019 Certification Guide* teaches the information worker how to use the various elements such as Mail, Calendar and Contacts to coordinate communication and collaboration with others. The user will acquire fundamental concepts and skills, building on this foundation as they increase their productivity in communication and sharing information with others.

Students who complete this course will have reviewed all of the exam objectives and be prepared to take the Microsoft Office Outlook 365-2019 Exam #MO-400. Successful completion of the certification exam provides a competitive advantage by validating the knowledge and skill sets for individuals who may be seeking employment or advancement in their careers.

Suggested Course Length: 15-20 Hours

Course Prerequisites

This course is designed for students who are familiar with personal computers, using a keyboard and using a mouse. The course assumes that students have completed the *Microsoft Windows* course or have equivalent Microsoft Windows knowledge and experience.

- start and run Windows
- use the taskbar
- use the Start button
- use the Help feature
- use Minimize, Restore Down/Maximize, or Close
- use the left and right mouse buttons appropriately
- understand file management techniques
- navigate between files, folders, or drives

About This Courseware

Course Description
 Course Series
 Course Design
 Course Objectives
 Conventions and Graphics
 Using the PST File in Outlook

Lesson 1: Getting Started with Email

Lesson Objectives
 What Is Microsoft Outlook
 Looking At the Screen
 Using the Quick Access Toolbar
 Using the Ribbon
 Using the Navigation Pane
 Customizing Mail
 Customizing the View
 Creating a New Message
 Addressing a New Message
 Entering and Formatting Message Text
 Inserting Items in Messages
 Working with Attachments
 Using Message Options
 Reading and Viewing Messages
 Checking For New Messages
 Saving Messages
 Dealing with Attachments
 Replying to a Message
 Forwarding a Message
 Flagging Messages
 Using the Reminders Window
 Printing Messages
 Lesson Summary
 Quiz Questions

Lesson 2: Managing Email

Lesson Objectives
 Using Signatures
 Applying Signatures
 Working with Conversations
 Ignoring Conversations
 Cleaning Up Conversations
 Organizing Messages
 Using Categories
 Sorting Messages
 Using Folders
 Moving Messages
 Deleting Messages
 Archiving Messages
 Automating Message Tasks
 Using Quick Parts
 Using Quick Steps

Managing Junk Email
 Marking Messages As Junk
 Emptying the Junk Email Folder
 Lesson Summary
 Quiz Questions

Lesson 3: Working with People

Lesson Objectives
 Working with Contacts
 Managing Address Books
 Creating a New Contact
 Editing or Updating a Contact
 Sharing Contacts
 Working with Contact Groups
 Creating a New Contact Group
 Using the Contact Group
 Printing Contacts
 Lesson Summary
 Quiz Questions

Lesson 4: Using the Calendar

Lesson Objectives
 Scheduling Items
 Changing Views
 Using the Date Navigator
 Creating an Appointment
 Using the Calendar View
 Using the Appointment Window
 Creating an Appointment from an Email
 Creating a Recurring Appointment
 Scheduling Events
 Sending Meeting Requests
 Scheduling a Meeting
 Responding to Meeting Requests
 Cancelling or Deleting a Meeting
 Customizing the Calendar Options
 Working with Other Calendars
 Understanding Calendar Groups
 Printing the Calendar
 Working with Tasks
 Creating Tasks
 Creating a Recurring Task
 Tracking the Status of a Task
 Checking Tasks in the Calendar
 Marking a Task Complete
 Changing the Task Status
 Assigning a Task
 Updating Tasks and Sending Status Reports
 Printing the Calendar or Tasks
 Lesson Summary
 Quiz Questions

Lesson 5: Organizing Outlook

Lesson Objectives
 Using Search Folders
 Creating a Search Folder
 Using the Search Feature
 Sending Automatic Replies
 Working with Data Files
 Setting Up a Mail Account
 Adding a PST Data Files
 Managing Multiple Accounts
 Exporting to a Data File
 Lesson Summary
 Quiz Questions

Appendices

Appendix A: Courseware Mapping
 Appendix B: Glossary of Terms
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