

# Outlook Essentials

A Guide for Microsoft 365 Users



Learn Outlook using the Microsoft 365 web interface while building the skills required for certification.

**CCI Learning**<sup>TM</sup>  
Igniting Possibilities

**Building on Core Skills:**  
Outlook Email, Calendar & Contact  
Management

# Unit 1: Mail Settings and Messages

## Unit Objectives

In this unit, you will begin to navigate the Outlook interface and learn about the available commands and features. You will begin to work with email and learn to send and insert images and objects. Upon successful completion of this unit, you should be able to understand the following:

- Customize Outlook
- Create and Send
- Insert Content

# Lesson 1: Customize Outlook

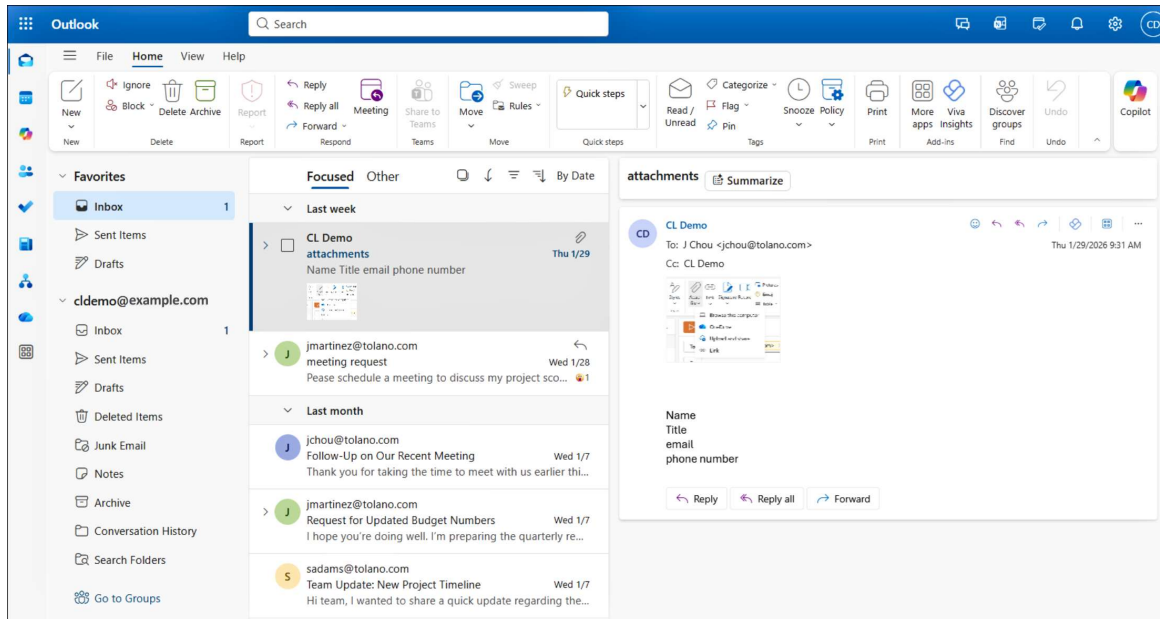
## Lesson Objectives

In this lesson, you will become familiar with the Outlook interface and various Ribbon tabs. You will learn how to customize message composition and response settings to ensure your emails are personalized, consistent, and appropriate for different communication scenarios. You will discover that formatting, fonts, signatures, reply behavior, and automatic replies affect how emails are created, delivered, and received. Upon completion of this lesson, you should be able to understand:

- The Outlook Interface
- Ribbon Tabs
- Message Formats
- Message Fonts
- Email Signatures
- Reply Settings
- Automatic Replies

# The Outlook Interface

Outlook is a versatile tool for staying connected and getting work done, integrating email, calendars, contacts, and tasks all in one place. An email is a written form of communication sent electronically from one user to another. Millions of people around the world use email each day to share information and stay organized.



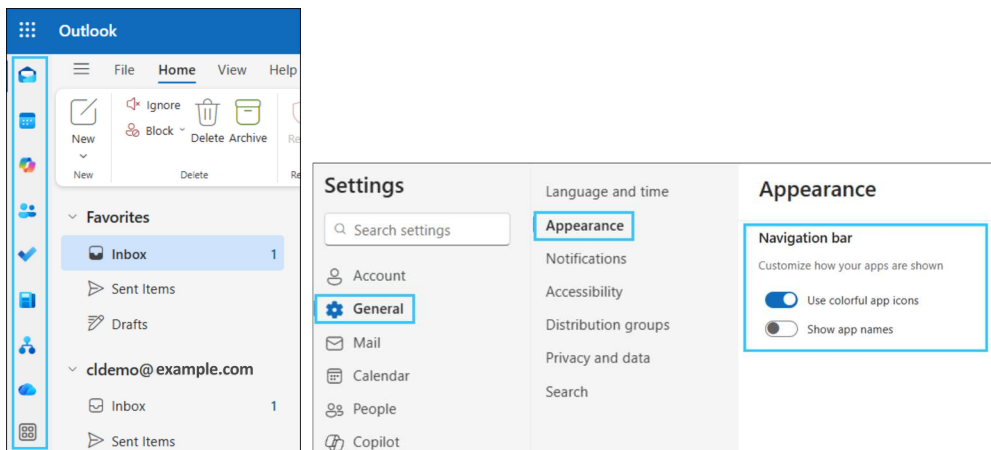
To help you manage your email efficiently, the Outlook interface is thoughtfully designed and organized into distinct panes, each structured for straightforward navigation as you move through your inbox.

## Navigation Pane and Bar (Far Left)

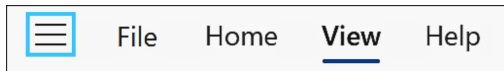
This is the central control hub, allowing you to switch between apps such as Mail, Calendar, People, and Tasks or to navigate between folders.

To customize the Navigation bar:

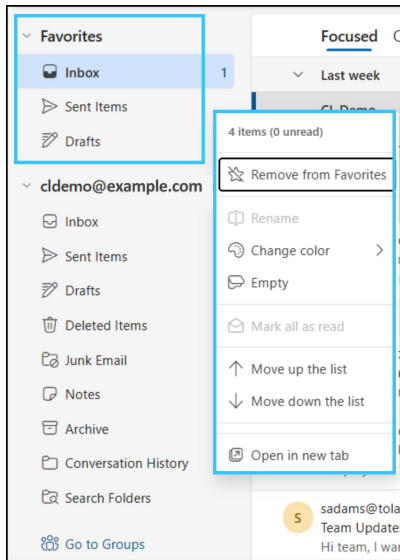
- Select **File** tab > **Settings** > **General** > **Appearance**. Under Navigation bar, choose to **Use colorful app icons** and to **Show app names**



The Navigation pane is the primary map for organizing and accessing your emails and can be hidden by selecting the **Hide navigation pane** icon (three horizontal lines) next to the File tab.



The Favorites group is a shortcut area for your most used folders so you do not have to scroll through a long list to find them. The Inbox, Sent Items and Drafts folder are automatically pinned here by default. Below the Favorites group is the active mailbox folder list. In this section, you can access the main folders that store your email and related items such as Notes and Archived emails.



Customize the folders in the Navigation pane, using one of the following methods:

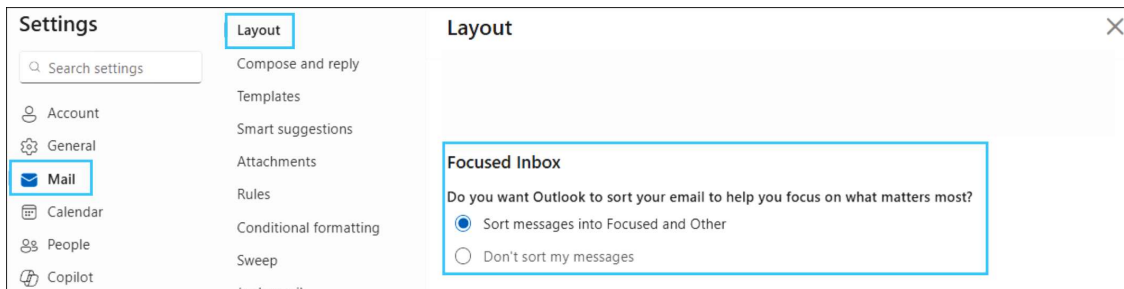
- Right-click on a folder, then in the context menu, choose to **Add** or **Remove from Favorites**, **Change color** or move the folder up or down in the list
- Select and drag the folder to the position you want it

## Focused pane

When a folder is selected in the Navigation pane, its contents are displayed in the Focused pane. Emails are categorized according to a time period, such as Last week and Last month and display the sender, date received, subject, and preview text. Select the icons to filter, sort or view emails in different categories.

Customize the Focused pane:

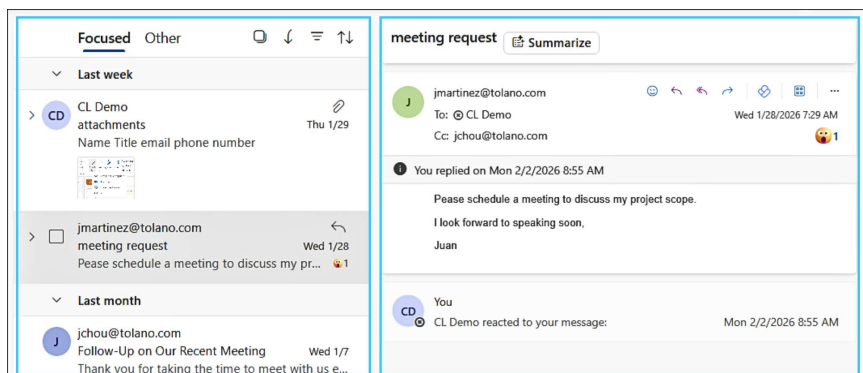
1. Select **View** tab > **Settings** group > **View Settings**.
2. Choose **Mail** > **Layout**.



3. Under Focused Inbox, choose an option to sort messages.

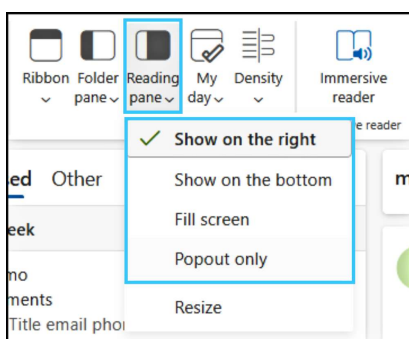
## Reading pane

When an email is selected in the Focused pane, it is displayed in the Reading pane. You can customize how emails are displayed in the Reading pane and where it sits based on your screen size and personal preference.

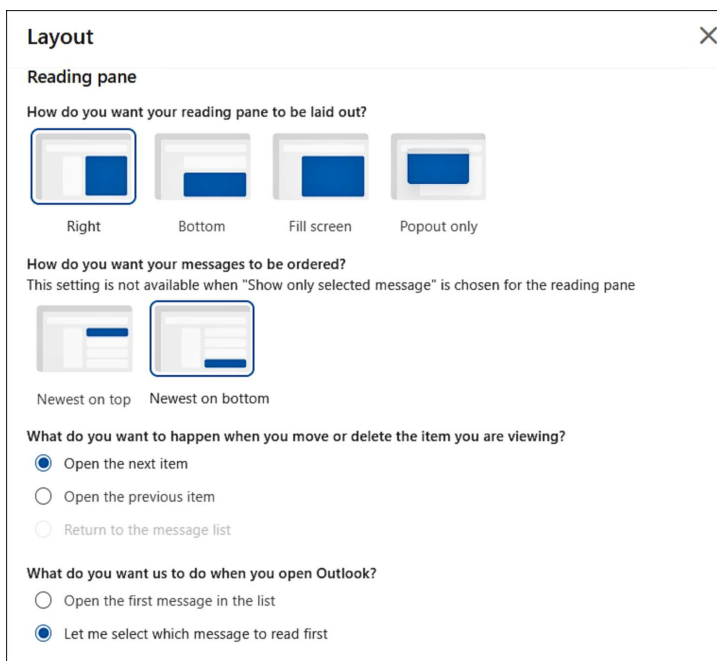


Customize the Reading pane settings with one of the following methods:

- Select **View** tab > **Layout** group > **Reading pane** drop-down arrow. Choose to **Show on the right**, **Show on the bottom**, **Fill screen** or **Popout only**



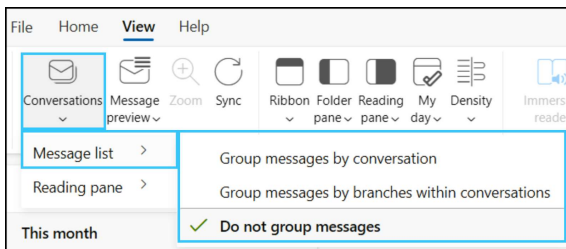
- Or select **View** tab > **Settings** group > **View Settings** > **Mail** > **Layout**. Under Reading pane select the options that align with your preferences



In Outlook you can control how messages are displayed in the inbox. The Message List setting determines how emails are organized and grouped, helping you manage conversations more efficiently.

Adjust how messages appear:

1. Select the **View** tab > **Messages** group > **Conversations** drop-down arrow.
2. Choose **Message List** and select one of the following options:
  - **Group messages by conversation** - Organizes emails into conversation threads so related messages appear together under one expandable heading
  - **Group messages by branches within conversations** - Organizes emails into sub-threads within a conversation, separating replies that follow different response paths
  - **Do not group messages** - Displays each email individually in the message list without grouping them into conversation threads



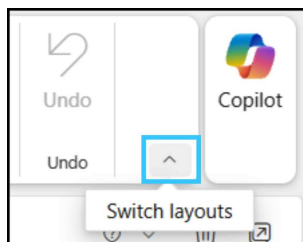
<b>Interface</b>	The overall layout and design of Outlook that allows you to interact with emails, tools, and features.
<b>Navigation Pane</b>	The pane that helps you move through Outlook by showing folders, mailboxes, and other main areas.
<b>Reading Pane</b>	The area where the content of a selected email is displayed so you can read it without opening a new window.
<b>Focused Pane</b>	A feature that separates important emails into the Focused inbox while placing less important messages in Other.

**Learn Task** 

Access the Learner Workbook to complete the Learn Task for this skill.

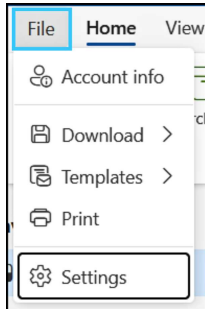
## Ribbon Tabs

The Ribbon is the command strip at the top of Outlook. It is contextual, which means that some tabs and tools may change depending on what you are doing, such as reading an email or composing a new one. You can collapse the Ribbon to reduce screen clutter and expand it again to access tools and commands. To collapse or expand the Ribbon, select the arrow in the bottom-right corner.



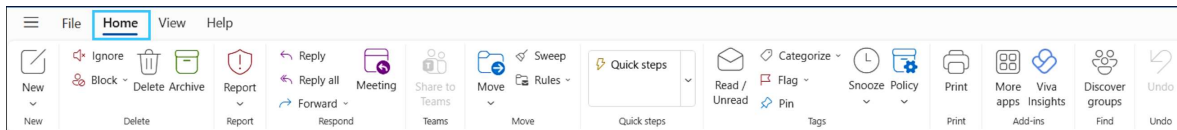
## File tab

The File tab operates like a drop-down menu where you can access your account info, mailbox settings, downloads and Print options.



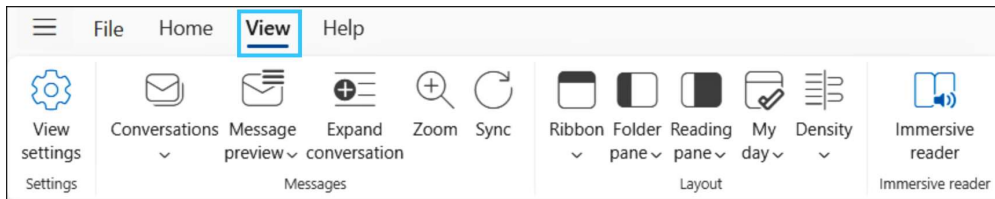
## Home tab

Includes groups for creating new items, managing messages, responding to emails, and organizing messages with flags and categories.



## View tab

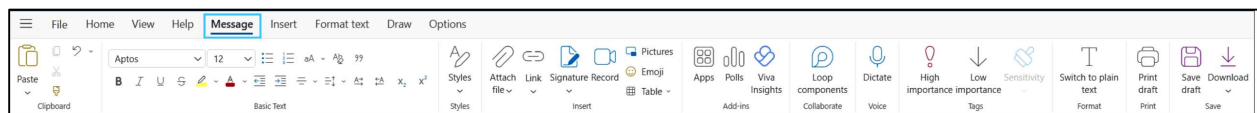
Includes settings to manage how your folders and emails are displayed, including layout, conversations and density.



The following tabs appear when you compose a new email:

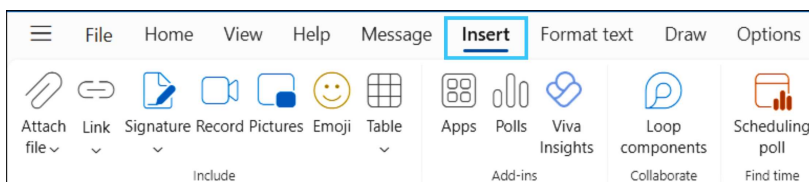
## Message tab

Includes tools needed when composing emails such as formatting text, attaching files, setting importance, and adding a signature.



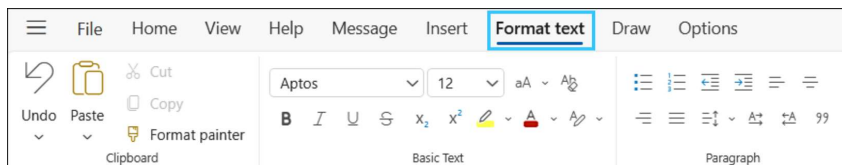
## Insert tab

Add items such as tables, pictures, links, Quick Parts, signatures, and polls to your email.



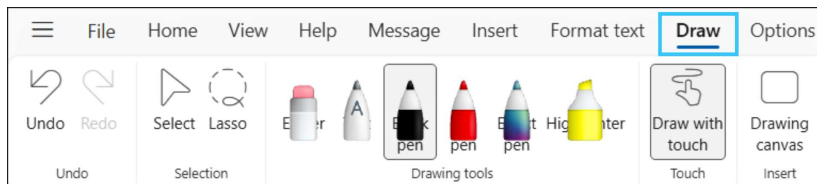
## Format Text tab

Provides advanced formatting tools to control font styles and text alignment.



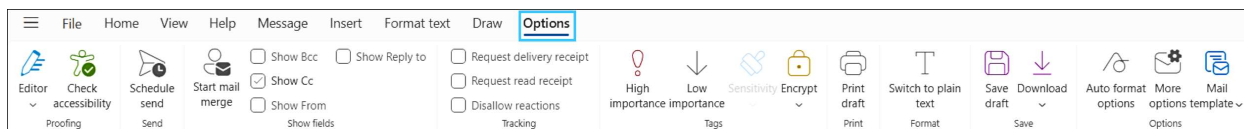
## Draw tab

Use pens and highlighters to draw or annotate directly in the message body.



## Options tab

Allows you to control when your email is sent, including tracking, sensitivity, encryption, and template options.



### Ribbon Tabs

The tabs at the top of Outlook that organize commands and tools into related groups.

### Contextual Tab

A tab that appears only when needed, changing based on what task you are performing, such as composing an email.

## Learn Task

Access the Learner Workbook to complete the Learn Task for this skill.

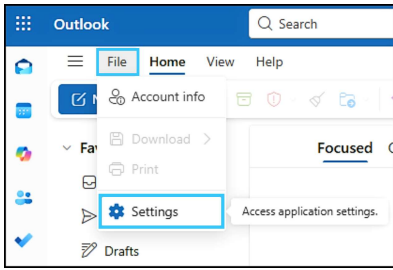
## Message Formats

Message formatting controls how emails are composed and displayed in Outlook on the web. Choosing the correct format affects whether emails support fonts, colors, links, images, and signatures, and ensures they appear as you intend. Selecting the appropriate message format is especially important when communicating with external recipients or systems that may not support rich formatting. Using HTML supports a professional presentation for most communication, while Plain text is useful when formatting must be minimized or avoided.

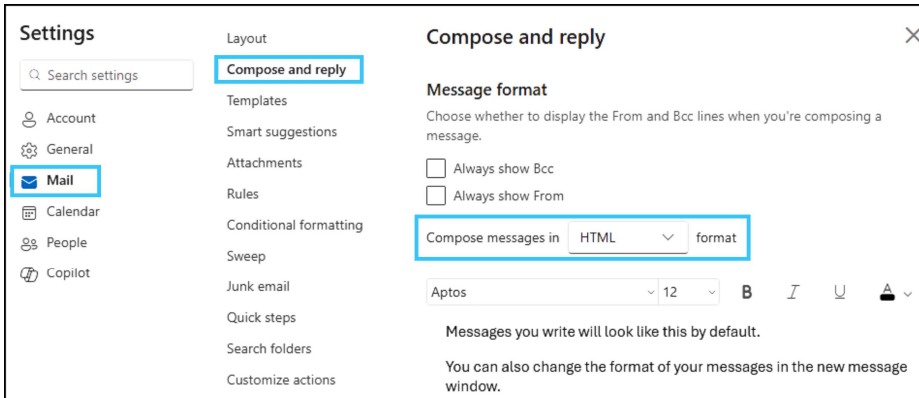
Outlook supports multiple message formats, allowing you to balance rich formatting with compatibility and simplicity.

Change the default message format:

1. Select **File** tab > **Settings**.



2. Choose **Mail > Compose and reply**.



3. Under Message format > **Compose messages in**, then choose one of the following:

- **HTML** – Supports formatting, images, links, and signatures
- **Plain text** – Removes all formatting for basic, text-only messages

Saving the selected format will apply it to new emails, replies, and forwards unless you change the settings while composing a message.

When sending a project update to clients, Maya uses the HTML message format, so her email includes clear headings, bullet points, and a professional signature. When replying to an automated system that does not support formatting, she switches to Plain text to ensure the message is delivered without formatting issues.

<b>Compose and Reply</b>	The Mail settings area where message formatting, fonts, signatures, and reply behavior are configured.
<b>HTML</b>	A message format that supports fonts, colors, links, images, and signatures.
<b>Message Format</b>	The setting that controls how email messages are composed and displayed, such as HTML or Plain text.
<b>Plain Text</b>	A message format that displays messages without formatting, images, or styling.

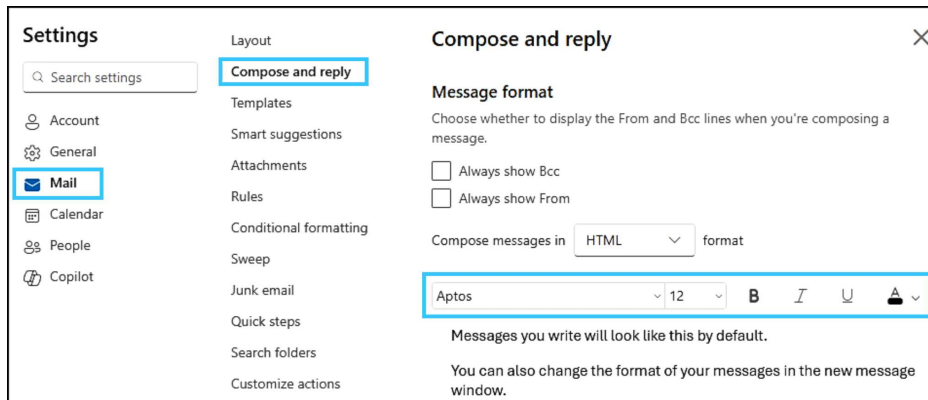
Learn Task 

Access the Learner Workbook to complete the Learn Task for this skill.

## Message Fonts

Message fonts control the appearance of the text you use when composing emails in Outlook. Setting default fonts makes emails clear, readable, and consistent. By defining font type, size, and color in advance, you can avoid reformatting messages each time you compose an email.

Font settings apply differently depending on how messages are composed, so understanding and configuring default fonts prevents unexpected formatting behavior when creating new messages or replying to existing ones.



Set a default message font:

1. Select **File** tab > **Settings**.
2. Choose **Mail** > **Compose and reply**.
3. Under Message format > Ensure **HTML** is selected.
4. Select a font family, font size, and font color.
5. **Save**.

The selected font settings apply to new emails, replies, and forwards unless they are changed while composing an individual message.

When sending frequent project updates, Carlos sets his default message font to Calibri, size 11, and black so that every email is straightforward to read and visually consistent. This allows him to focus on the content of his messages instead of adjusting formatting each time he composes one.

<b>Message Font</b>	The default font, size, and color used when composing email messages.
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**Learn Task**  [Access the Learner Workbook to complete the Learn Task for this skill.](#)

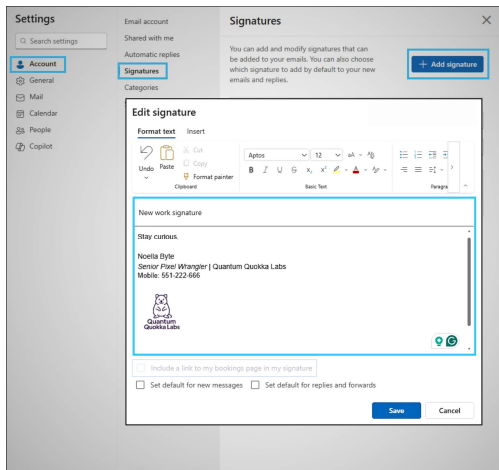
## Email Signatures

Using an email signature ensures your messages end with a personalized and polished touch. A signature can include your name, job title, contact information, and even an image or logo. Setting up signatures saves time and ensures that important information is included automatically in your emails, helping recipients to identify who you are and how to reach you.

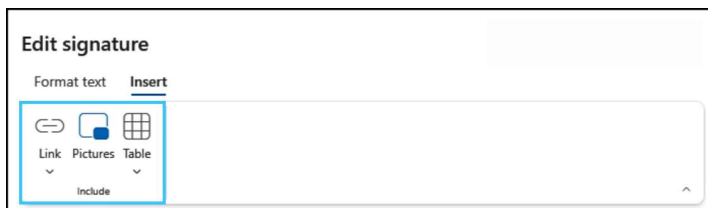
Outlook allows you to create multiple signatures and control when they are inserted, giving you flexibility for different communication needs such as internal messages, external communication, or formal correspondence.

Create and assign an email signature:

1. Select **File** tab > **Settings** > **Account**.
2. Choose **Signatures** then **+ Add signature** to open the Edit signature dialog box.

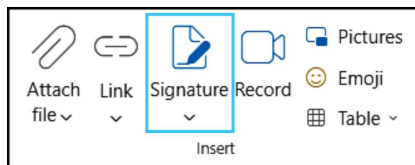


3. Add a signature name.
4. In the editing box, enter your signature content, including your name, title, and contact information.
5. Use the **Format text** tab > use the **Basic Text** group and **Paragraph** group to adjust font style, size, color and alignment of the text or to insert bullet points or numbering.
6. On the **Insert** tab > **Include** group, find commands to insert a Link, Picture or Table into the signature field.



7. Choose none, one or both of the following:
  - Set default for new messages
  - Set default for replies and forwards
8. **Save.**

You can also insert a different signature while composing a message by selecting **Message** tab > **Insert** group > **Signature**.



When starting a new role, Aisha creates a signature that includes her full name, job title, phone number, and department. By assigning the signature to new messages automatically, she ensures every email she sends includes consistent contact information without having to enter it each time.

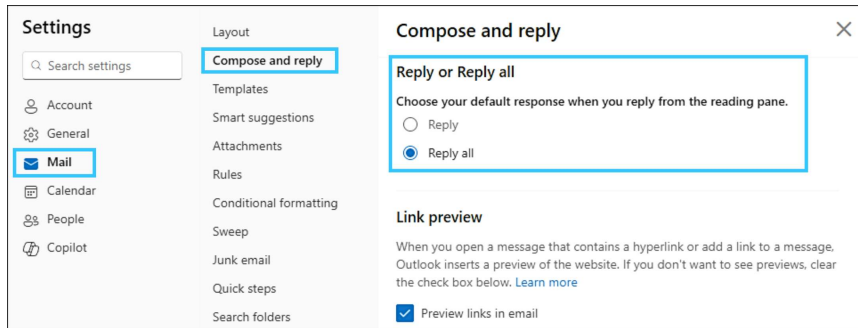
<b>Email Signature</b>	A block of text that is automatically added to email messages, typically including name and contact information.
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**Learn Task** 
**Access the Learner Workbook to complete the Learn Task for this skill.**

# Reply Settings

Reply settings control how Outlook handles your email responses. Configuring reply settings streamlines conversations and reduces the need to manually choose a reply option each time you respond to an email.

Adjusting reply settings is especially useful in environments where emails are sent to multiple recipients and choosing the correct response type can help maintain clear communication.



Configure reply settings:

1. Select **File** tab > **Settings**.
2. Choose **Mail** > **Compose and reply**.
3. Under **Reply** or **Reply all**, choose your preferred default option:
  - **Reply** – Responds only to the sender
  - **Reply all** – Responds to the sender and all recipients
4. **Save**.

These settings determine the default reply behavior when replying to emails, although you can still manually choose Reply or Reply all when composing an individual response.

When participating in group email discussions, Daniel sets his default response to Reply all so that all recipients are automatically included in each response, ensuring everyone stays informed without needing to select the option each time he replies.

<b>Reply Settings</b>	Options that control how replies and forwarded messages are handled, including whether the original message is included.
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Learn Task 

Access the Learner Workbook to complete the Learn Task for this skill.

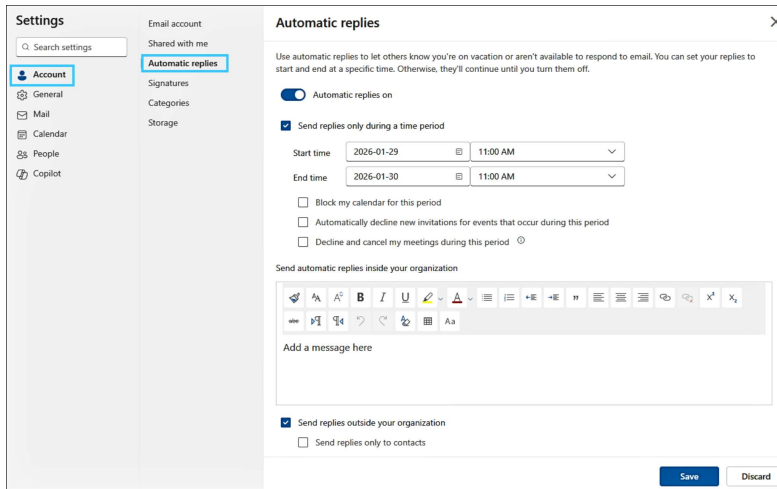
# Automatic Replies

Outlook can send responses on your behalf when you are unavailable. The Automatic replies feature informs others that you are unavailable and lets them know when to expect a response or whom to contact in your absence. Using Automatic Replies ensures that people receive timely updates when you are unable to respond.

You can configure different messages for personal or professional contact and control when Automatic Replies start and stop, making this tool flexible for planned time away or unexpected absences.

Set automatic replies:

1. Select **File** tab > **Settings**.
2. Choose **Account** > **Automatic replies**.



3. Under Automatic replies, choose your preferred default options:
  - Send replies only during a time period, then select a Start time and End time
  - Block my calendar for this period
  - Automatically decline new invitations for events that occur during this period
  - Decline and cancel my meetings during this period
4. Enter a message to **Send automatic replies inside your organization**.
5. If needed, select **Send replies outside your organization**, then:
  - Choose whether to send replies only to contacts
  - Or enter a separate message for external senders
6. **Save**.

Automatic Replies remain active until the scheduled end time or until they are manually turned off.

When planning a week-long vacation, Sofia schedules Automatic Replies to turn on Monday morning and turn off Friday afternoon. Her internal message lets coworkers know when she will return, while her external message directs clients to an alternate contact for urgent requests.

<b>Automatic Replies</b>	A feature that sends predefined responses when a user is unavailable.
<b>Date Range</b>	A scheduled time used to control when Automatic Replies start and stop.
<b>External Senders</b>	People outside your organization, who can receive automatic reply messages if enabled.

**Learn Task** 

**Access the Learner Workbook to complete the Learn Task for this skill.**

**Assessments** 

**Access the Learner Workbook to complete the Practice Exercise and Practice Questions.**

# Lesson 2: Create and Send

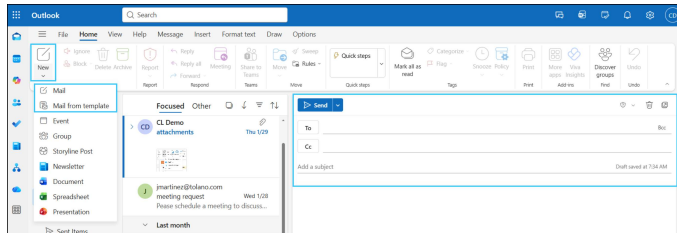
## Lesson Objectives

In this lesson, you will learn how to create and send a new email, add recipients, use mentions and responses, follow-up flags, and understand importance and tracking. Upon completion of this lesson, you should be able to understand:

- New Email
- Recipients
- Mentions
- Email Responses
- Follow-Up Flags
- Set Importance
- Tracking
- Schedule Deliveries

# New Email

Creating a new email is the foundation of communication in Outlook. Whether you are sharing information, requesting action, or responding to a question, understanding how to create and send an email properly ensures your communication is clear and professional. When you use the new mail command, you must identify a recipient, clearly state the purpose in the subject line, and compose content that is appropriate for the audience.



Create and send a new message:

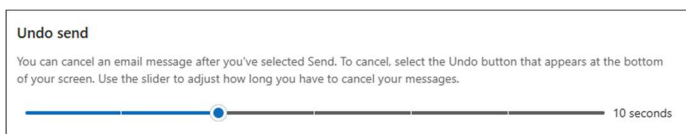
1. Select **Home** tab > **New** group > **New** drop-down arrow.
2. Choose **Mail** or **Mail from template** to open the Reading pane.
3. In the **To** field, enter the recipient email address.
4. In the **Subject** field, enter a clear and descriptive subject line.
5. In the message body, enter your message.
6. **Send**.

The new message window makes it straightforward to ensure that all important information is included in your message before selecting the Send button.

The Undo send feature gives you a brief window of time to stop an email after it has been sent. This allows you to catch mistakes, add missing attachments, or rethink a message before it is delivered. Undo Send works by delaying the email for a few seconds, and once that time passes, the email is sent and cannot be recalled.

The recommended window to cancel an email is 10 seconds. To modify that time:

1. Select **File** tab > **Settings** > **Mail** > **Compose and reply**.
2. Under Undo send, drag the slider to increase or decrease the delay time > **Save**.



When you Send an email, the option to cancel will appear briefly at the bottom of the screen.



Before sending a weekly status update, Elena creates a new message, enters her manager's email address in the To field, adds "Weekly Project Update" as the subject, and includes a brief summary of completed tasks and upcoming deadlines. By reviewing the message before selecting Send, she ensures the information is clear and ready for delivery.

<b>New Mail</b>	The option used to create a new email in Outlook.
<b>Undo Send</b>	A feature that can be used to cancel an email directly after it is sent.

### Learn Task

Access the Learner Workbook to complete the Learn Task for this skill.

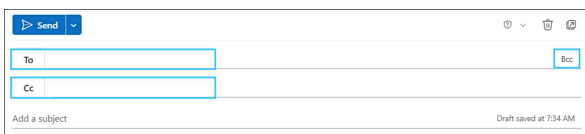
## Recipients

Choosing the correct recipients is a critical part of composing an email. Outlook allows you to send emails directly to primary recipients, copy the message to others, or include recipients discreetly when appropriate. Understanding how recipient fields work guarantees emails reach the right people and prevents unnecessary replies or exposure of email addresses.

Using recipient fields correctly supports clear communication, protects privacy, and reduces confusion in group conversations. Selecting the appropriate field before sending an email is an important step in professional email etiquette.

Add recipients using To, Cc and Bcc:

1. Select **Home** tab > **New** drop-down arrow > **Mail** to create a new email.
2. In the **To** field, enter the email address of the primary recipient.
3. Select **Cc** to add recipients who should receive a copy of the message.
4. Select **Bcc** to add recipients whose addresses should remain hidden from other recipients.
5. Complete the message and select **Send**.



Each recipient field serves a specific purpose. Choosing the correct field before sending helps avoid accidental replies and maintains privacy. The To field identifies who the message is primarily intended for, the Cc (Courtesy Copy) field keeps others informed, and the Bcc (Blind Courtesy Copy) field protects recipient privacy when email addresses should not be shared. Originally, these fields were known as Carbon Copy (CC) and Blind Carbon Copy (BCC), based on paper copying methods.

When sending an announcement to a project team, Marcus adds the project lead to the To field, includes department managers in the Cc field for awareness, and places external partners in the Bcc field so their email addresses are not visible to others.

<b>Bcc (Blind Courtesy Copy)</b>	A recipient field that hides recipient email addresses from other recipients.
<b>Cc (Courtesy Copy)</b>	A recipient field used to include others for awareness without making them the primary recipient.
<b>To Field</b>	The recipient field used for the primary audience of an email.

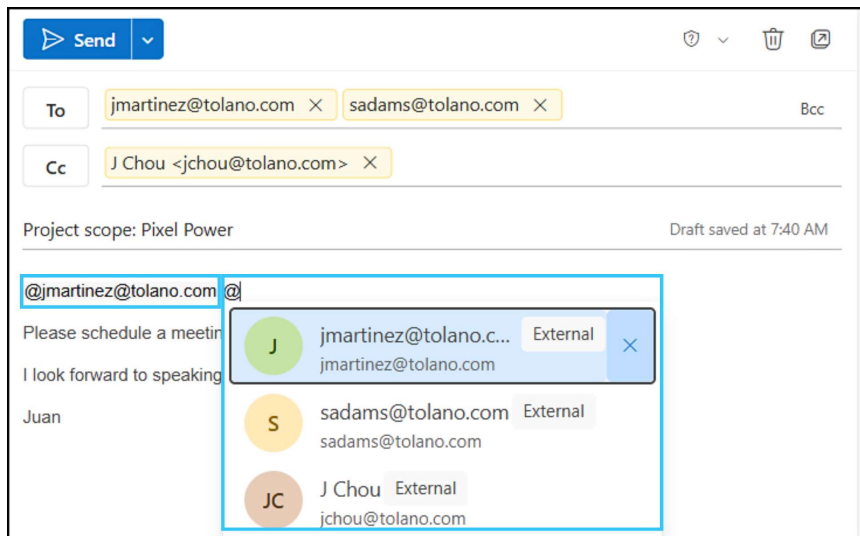
### Learn Task

Access the Learner Workbook to complete the Learn Task for this skill.

# Mentions

To draw someone's attention to a specific part of an email message, tag them directly with a Mention. Mentions ensure important messages are noticed, especially in conversations with multiple recipients.

Using mentions supports clear communication by signaling responsibility and urgency within the message body. This is especially useful in busy inboxes where messages may otherwise be overlooked.



Use mentions in an email:

1. Create a new email or open an email you are replying to.
2. In the message body, enter your message content.
3. Enter the @ symbol (use **SHIFT + 2**). A drop-down list of saved contacts will appear.
4. Scroll and select the correct name from the suggested list.
5. Complete the message and select **Send**.

Mentions highlight the referenced person's name and notify them that they were specifically included in a message. This helps recipients quickly identify messages that require their attention and reduces the need for follow-up reminders.

While coordinating a deadline update, Naomi tags @Chris in the message body to indicate that Chris is responsible for reviewing the attached information. The mention ensures Chris notices the message quickly and understands that action is expected.

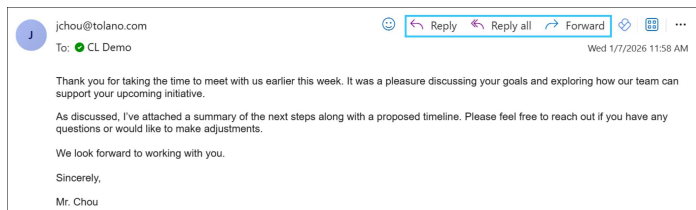
<b>Mention</b>	A tag created by entering @ followed by a person's name to draw their attention to a message.
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**Learn Task** 

**Access the Learner Workbook to complete the Learn Task for this skill.**

# Email Responses

Responding to emails is a routine part of daily communication. Choosing the correct response option ensures your reply reaches the appropriate person and keeps conversations organized. Outlook has a response option for different scenarios, so you can reply directly to a sender, including all recipients, or share an email with others. Understanding email response options helps prevent unnecessary replies, missed recipients, or confusion in group conversations.



Respond to emails:

1. Open the email you want to respond to.
2. Select one of the following options from the toolbar:
  - **Reply** to respond only to the sender
  - **Reply all** to respond to the sender and all recipients
  - **Forward** to send the message to new recipients
3. Enter your response in the message body.
4. **Send.**

Each response option serves a specific purpose. Reply keeps communication focused, Reply all ensures everyone stays informed, and Forward allows information to be shared with others who were not part of the original conversation.

After receiving a meeting update sent to several team members, Luis selects Reply all to confirm his availability so that everyone included in the conversation receives the same information at the same time.

<b>Forward</b>	A response option used to send an email to new recipients.
<b>Reply</b>	A response option that sends the email to the original sender only.
<b>Reply All</b>	A response option that sends the email to the sender and all original recipients.

Learn Task 

Access the Learner Workbook to complete the Learn Task for this skill.

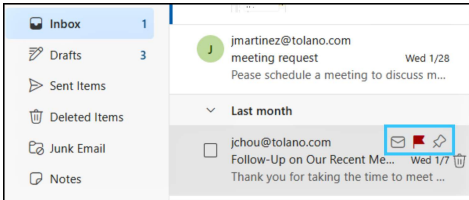
## Follow-Up Flags

Follow-up flags help you track emails in your inbox that require action. By flagging a received email, you create a visual reminder to manage important requests, deadlines, or responses so they are not overlooked. A follow-up flag is a handy feature to manage tasks and stay accountable by turning a new email into an actionable item.

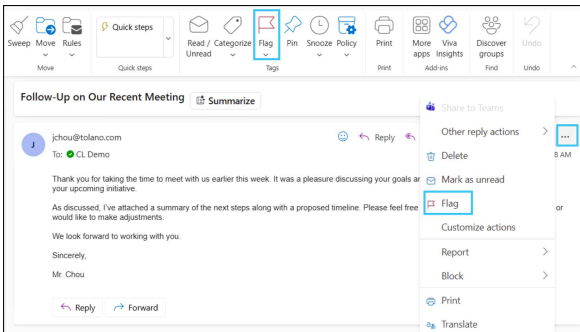
Using follow-up flags is especially helpful when you receive emails that require a follow-up later, such as approvals, invitations, or tasks with a deadline. Flagging these emails allows you to prioritize them without relying on memory alone.

Flag received emails for follow-up:

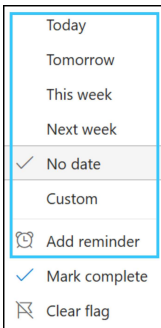
1. In your inbox, select the email that requires you to follow-up.
2. Use one of the following methods to flag an email:
  - In the **Focused** pane, hover the mouse pointer to the right of the sender address and select the **Flag this message** icon (flag) when it appears (The flag will be visible in bright red)



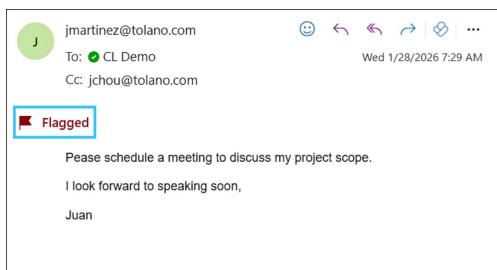
- In the **Reading** pane, select **More actions** (three dots) > **Flag**



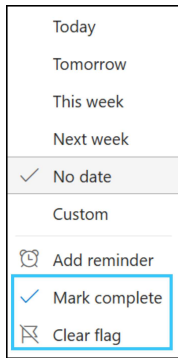
- In the **Home** tab > **Tags** group > **Flag** drop-down arrow, choose a follow-up option such as **Today** or **Tomorrow**. Optionally, you can choose to add a reminder with custom dates



3. When flagging an email, a red Flagged alert appears in the message body as a visual reminder.



Flagged emails remain visible in your mailbox and serve as reminders until the follow-up is completed or the flag is cleared. This helps you quickly identify emails that still require your attention. To resolve or remove a flag, in the **Home** tab > **Tags** group > **Flag** drop-down arrow, choose **Mark complete** or **Clear flag**.



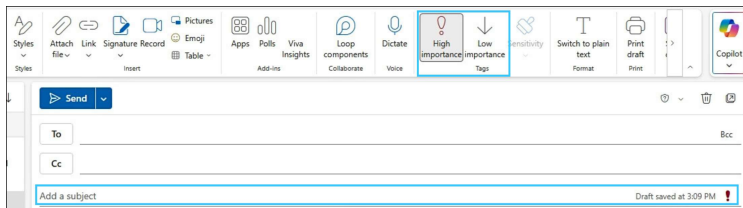
After receiving an invitation for the company anniversary celebration, Renata flags the email for Tomorrow. The flag reminds her to review the request and respond before the deadline, helping her stay organized.

<b>Follow-Up Flag</b>	A visual marker used to indicate that a received email requires action or review later.
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**Learn Task**  [Access the Learner Workbook to complete the Learn Task for this skill.](#)

## Set Importance

Sometimes an email may be time-sensitive, have a critical update or require immediate attention. By setting an email at high importance, recipients understand it needs immediate attention. An email set at low importance indicates that it is important but not critical.



Set email importance:

1. On the **Home** tab > **New** drop-down arrow > select **Mail** to create a new email.
2. Complete the **To**, **Subject**, and message body fields.
3. On the **Message** tab > **Tags** group > **High importance** or **Low importance**. Either a red exclamation mark or a downward-pointing arrow will appear in the subject line of the email.
4. **Send**.

Using Importance tools help recipients recognize priority messages. While importance does not force a response, it provides a clear signal about how the message should be treated.

When sending a last-minute flight schedule change to his boss, Anna, Omar sets the email importance to High. Anna recognizes the urgency of the email and reviews the updated travel details promptly.

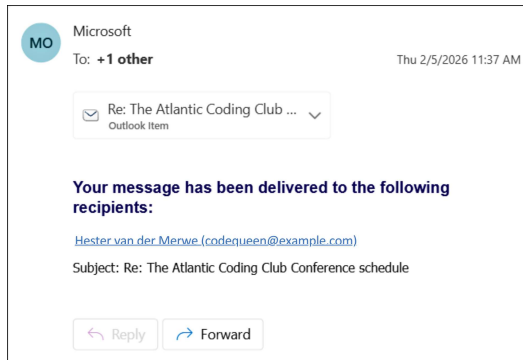
<b>High Importance</b>	An email setting that signals urgency to recipients.
<b>Low Importance</b>	An email setting that indicates that a message is not time-sensitive.
<b>Email Importance</b>	A setting that indicates whether an email is high or low priority.

**Learn Task**  [Access the Learner Workbook to complete the Learn Task for this skill.](#)

# Tracking

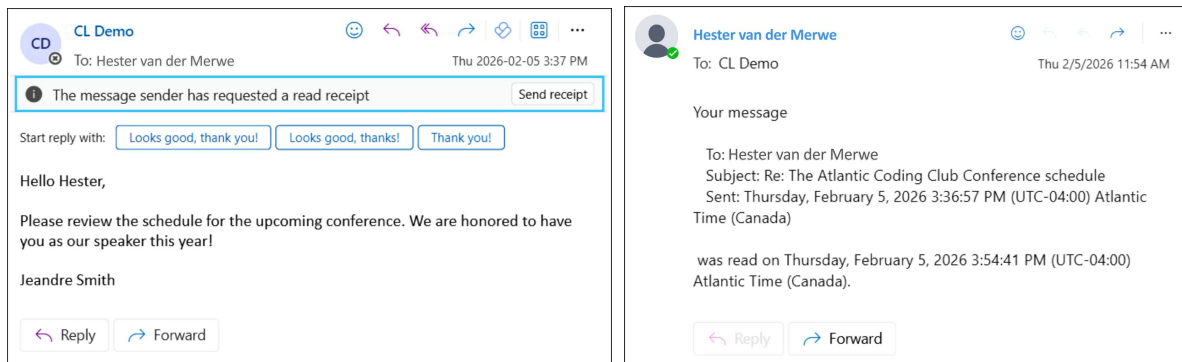
When you send an important email, you may want to know what happens to it after you it leaves the Outbox. In Outlook you can track your email in two ways, with a delivery receipt or a read receipt.

A delivery receipt is a notification that confirms your email was successfully delivered to the recipient's mailbox. Delivery receipts are useful when you need confirmation that an email was sent and received by the mail server, especially for important or time-sensitive messages.



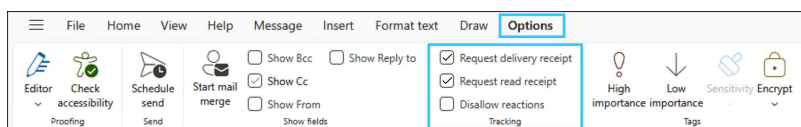
**Note:** Delivery receipts depend on the recipient's email system and settings, so they may not always be sent.

A read receipt is a notification that alerts you when your email has been opened by the recipient. It confirms that the email was read, but it does not guarantee that the content was reviewed or understood. In some cases, the recipient may have email settings that allow them to choose not to send a read receipt.



Request a delivery or a read receipt:

1. On the **Home** tab > **New** drop-down arrow > select **Mail** to create a new email.
2. Complete the **To**, **Subject**, and message body fields.
3. On the **Options** tab > **Tracking** group > Select one or both of the following options:
  - **Request delivery receipt**
  - **Request read receipt**



4. **Send.**

The **Disallow reactions** checkbox in the Tracking group can be selected if you do not want recipients to send any reactions at all.

When communicating with the booking team, Alyssa makes sure to request delivery and read receipts from all the VIP vendors that she communicates with. This is a great strategy to ensure her team stays on top of quickly changing schedules and the needs of the most important clients. When an email delivery receipt does not arrive, Alyssa knows to follow up with the vendor by phone call.

<b>Delivery Receipt</b>	A notification that confirms an email was successfully delivered to the recipient's mailbox, but not that it was opened.
<b>Read Receipt</b>	A notification sent to the sender indicating that an email was opened by the recipient, if the recipient allows it.
<b>Disallow Reactions</b>	An option that prevents the receiver from sending any reactions.

Learn Task

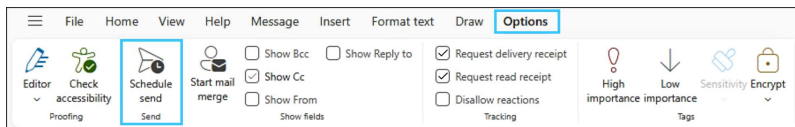
Access the Learner Workbook to complete the Learn Task for this skill.

## Schedule Deliveries

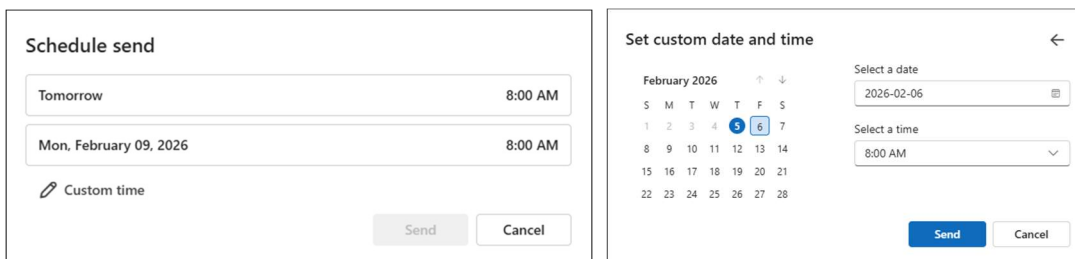
Scheduled email delivery allows you to write an email now and have Outlook send it automatically at a future date and time. Scheduling an email is useful for sending messages outside business hours, communicating across time zones, planning reminders or follow-ups, and avoiding sending emails too early.

Schedule email delivery:

1. On the **Home** tab > **New** drop-down arrow > select **Mail** to create a new email.
2. Complete the **To**, **Subject**, and message body fields.
3. On the **Options** tab > **Send** group > **Schedule Send**.



4. In the Schedule Send dialog box, choose a suggested day and time or select **Custom time** to set a future date and time.



5. Select **Send**. The email remains in the Drafts folder until it is sent at the scheduled time.

Scheduling a future date and time to send an email allows you to write messages when it's convenient for you while ensuring the email is delivered at a thoughtful time for the recipient.

Freya worked on her proposal until late into the night. Although she was finished, she knew it would be inconsiderate to send it to her supervisor at that time, so she scheduled it to be delivered the next morning during work hours.

<b>Scheduled Delivery</b>	An Outlook option that allows you to schedule when an email is sent.
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<b>Learn Task</b> 	<b>Access the Learner Workbook to complete the Learn Task for this skill.</b>
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<b>Assessments</b> 	<b>Access the Learner Workbook to complete the Practice Exercise and Practice Questions.</b>
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# Lesson 3: Insert Content

## Lesson Objectives

In this lesson, you will learn how to enhance your emails by inserting and managing different types of content. You will explore how to add images, objects, hyperlinks, and attachments. You will also learn how to manage attachments efficiently and ensure your content is accessible. Upon completion of this lesson, you should be able to understand the following:

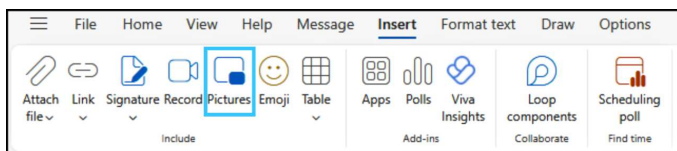
- Insert Images
- Record Video
- Add Tables
- Use Emojis
- Accessible Content
- Hyperlinks
- Email Attachments
- Email as Attachment
- Attachment Preview
- Save Attachments

# Insert Images

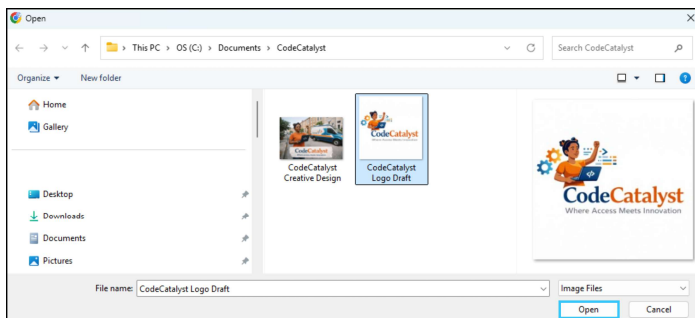
Adding pictures to an email can create a well-designed message that is clear, engaging, and understandable. Instead of relying on long blocks of text, pictures can be used to support your message and highlight key information. Using images thoughtfully helps your email stand out while keeping communication clear and organized.

Insert a picture:

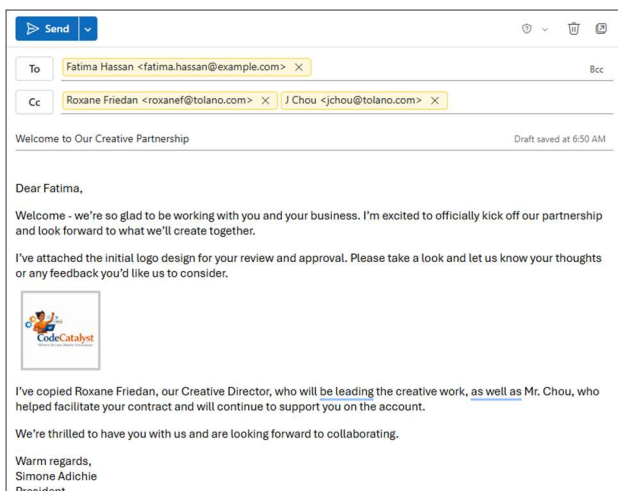
1. Create a new email or open an email you are replying to.
2. Place your cursor where you want the image to appear.
3. Select **Insert** tab > **Include** group > **Pictures**.



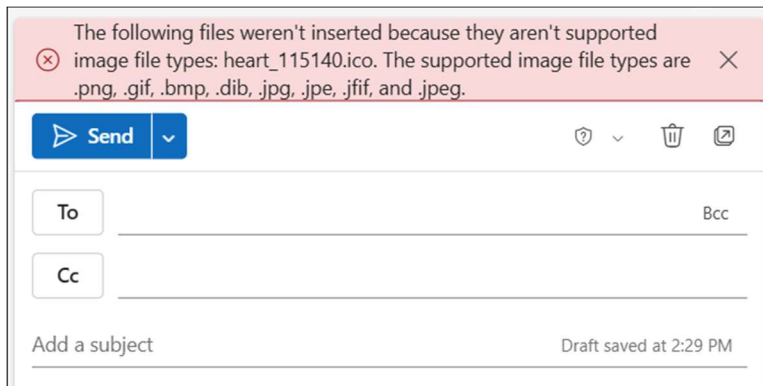
4. In the Open dialog box, choose the image file and select **Open**.



5. Images inserted into the message body appear inline and move with the text.



Outlook supports several common image file extensions that can be attached to an email, making it straightforward to share photos and graphics. Common formats include JPG and PNG, which are widely used for photos and images with clear detail, and GIF, which is often used for basic graphics or small animations. Choosing the appropriate image file type helps ensure the attachment opens correctly for recipients and keeps file size manageable. If you choose a file that is unsupported, a message will appear with a list of supported file types.

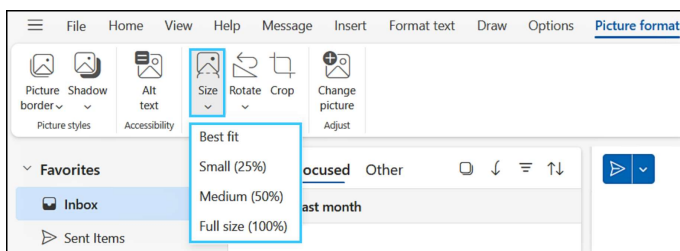


Outlook allows you to resize or compress pictures to ensure your emails are delivered successfully and efficiently. Large files can prevent messages from sending if they exceed the size limits set by most email providers, which are typically between 20 - 25 MB.

High-resolution images can quickly increase the size of an email. Even if an inserted image appears small on your screen, the original file size remains unchanged unless it is reduced. Compressing images before sending may prevent delivery issues and improve download speed for recipients.

Resize large images before sending:

1. Insert the image into the email.
2. Select the image.
3. Select **Picture format** tab > **Arrange and Size** group > **Size** drop-down arrow.

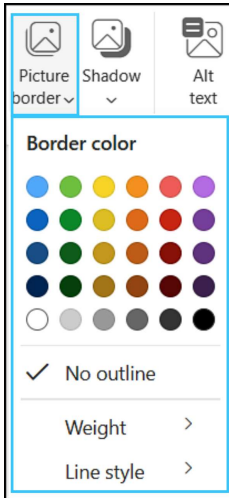


4. Choose from the following options to reduce the image size for sending while maintaining appropriate quality for viewing:
  - **Best fit**
  - **Small (25%)**
  - **Medium (50%)**
  - **Full size (100%)**

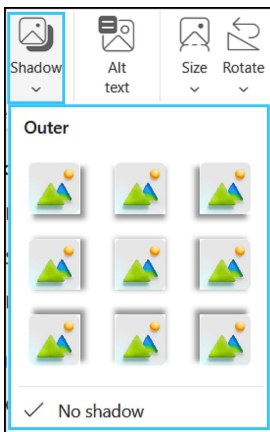
To further modify the picture, explore the Picture format tab which appears when the picture is selected.

In the Picture styles group:

- The **Picture border** drop-down menu has options to modify the color, weight and line style of the picture border

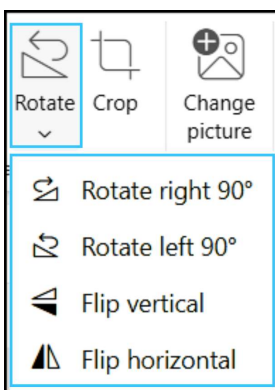


- In the **Shadow** drop-down menu, you can choose to add or remove an Outer shadow



In the Arrange and Size group:

- Select the **Rotate** drop-down arrow to choose an option to rotate the image or to flip it vertically or horizontally



- When the **Crop** tool is selected, small black handles appear on the border of the image, allowing you to resize the visible area by dragging them to trim unwanted sections. Select the **Crop** tool again to remove the handles



To swap out the picture for a different one, select the **Change picture** command in the **Adjust** group to launch the Open dialog box.

While communicating with the Creative Director, Maya inserts large photos directly into the message body. She quickly realizes that the email will not send as the images are too large. She resizes them accordingly and uploads the original files in a shared folder for later use.

<b>Image</b>	A picture or graphic inserted into the body of an email.
<b>Resize Pictures</b>	To reduce the file size of a picture, it uploads faster and stays under the maximum size limit.

**Learn Task** 

**Access the Learner Workbook to complete the Learn Task for this skill.**

## Record Video

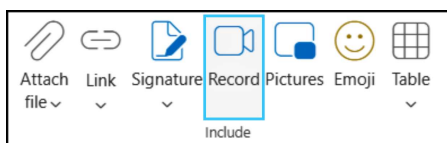
Sometimes, a long email is the least effective way to get your point across. With Outlook's built-in video recording, you can share updates and clarify complex ideas in seconds. A video message can be recorded directly within your email helping you clarify your message while keeping communication efficient and engaging.

When to use a video message instead of written text:

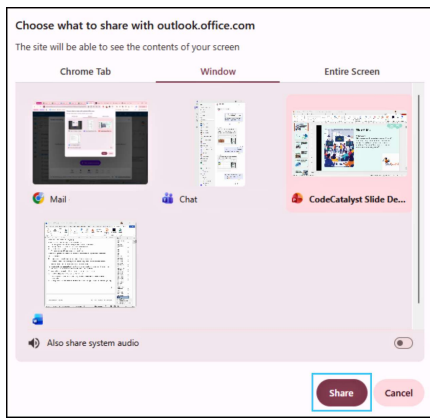
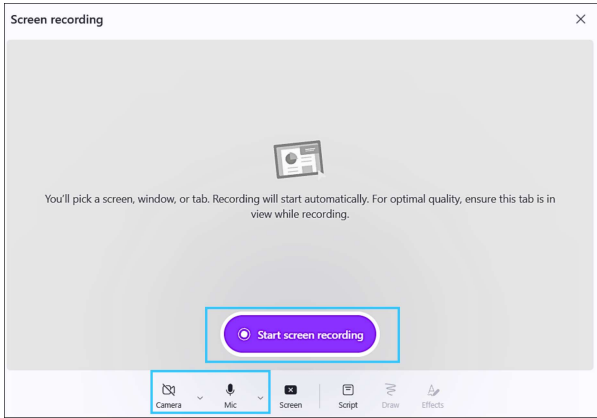
- Delivering a presentation with complex information or instructions
- Sharing announcements or updates with a personal touch
- Communicating with remote teams or clients
- Providing quick walkthroughs or demonstrations

To record a video:

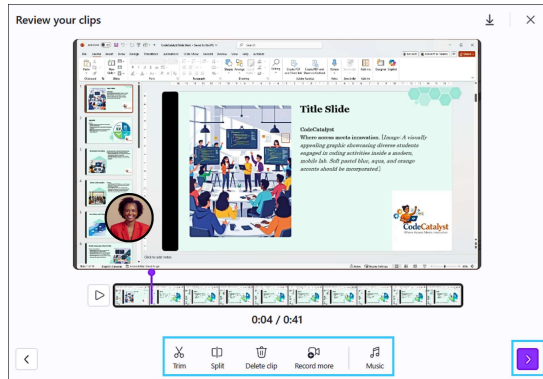
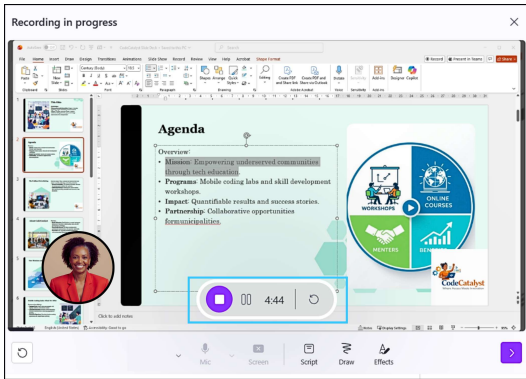
1. In a new email or reply, place your cursor in the message body.
2. Select the **Insert** tab > **Include** group > **Record** to open the Screen recording window.



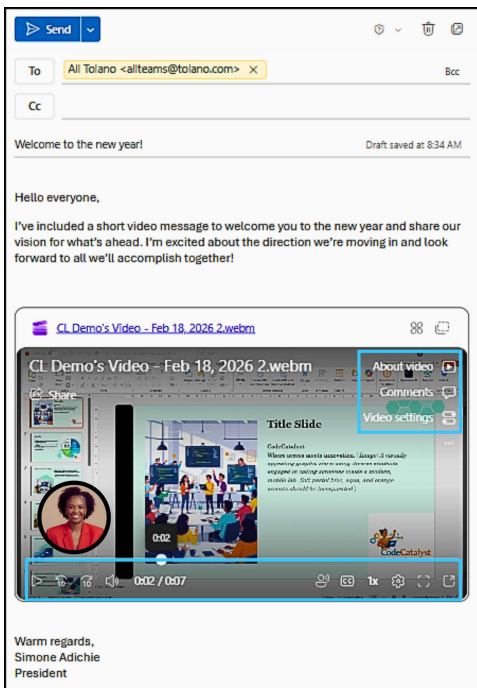
3. Allow access to your camera and microphone. Select **Start screen recording**. You will be prompted to select an open tab, window or the entire screen to include in the video. Make a selection and **Share**.



4. A countdown clock will begin, and the recording will be in progress.
5. Select the **Stop and review** button when finished. You can choose to modify the video using the **Trim, Split, Delete clip, Record more** or **Music** commands.



6. When you are satisfied, select the purple arrow **Add** button. The recording will appear in the message body.



Hovering over the video file will trigger various menu icons such as Comments, Video settings, Captions, Playback speed and Playback options. Explore these menus to make your video more engaging, accessible and professional.

To create high-calibre videos:

- Record in a quiet, well-lit environment
- Deliver your message clearly and keep it concise
- Maintain a professional appearance and tone
- Use video to support, not replace, important written details

**Note:** If you prefer to read off a pre-written script, select **Script** in the Screen recording window and enter or paste (**CTRL + V**) your text. The text will scroll over the screen as you record but will not be displayed the video. This will keep you on track to deliver your message with confidence.

When welcoming new team members, Stefano records a short video greeting in Outlook instead of sending a long email. His video greeting shares key information about the company culture while creating a friendly first impression.

<b>Record Video</b>	A feature in Outlook that allows you to capture and insert a short video directly into an email message.
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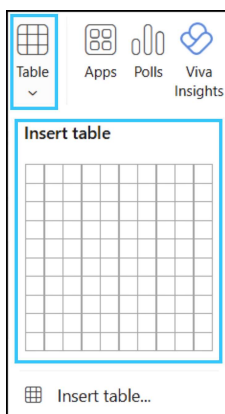
**Learn Task**  **Access the Learner Workbook to complete the Learn Task for this skill.**

## Add Tables

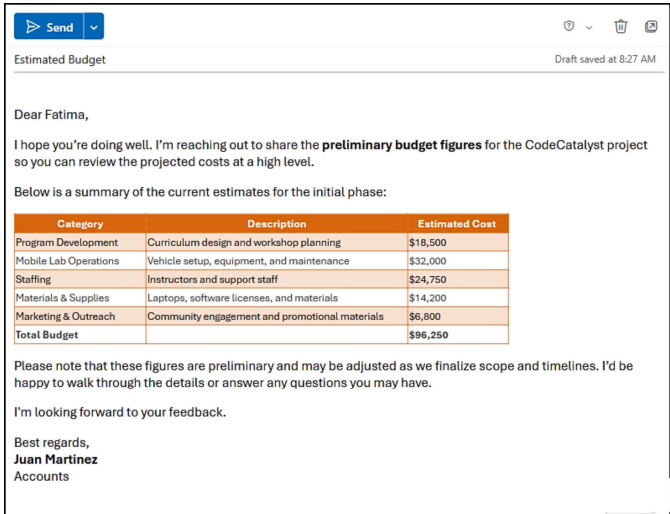
Tables help organize information into rows and columns, making data straightforward to scan and understand. By grouping related details together, tables reduce the need for long paragraphs and help readers quickly locate important information. Tables are especially useful for schedules, comparisons, and lists of details where clarity and structure are important.

Insert a table:

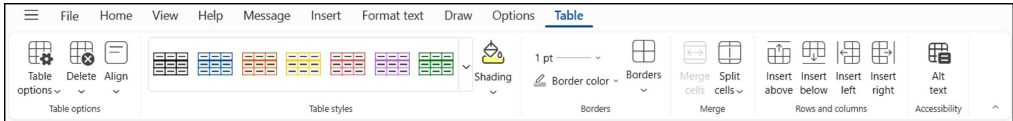
1. Create a new email or open an email you are replying to.
2. Place your cursor where you want the table to appear.
3. Select **Insert** tab > **Include** group > **Table**.



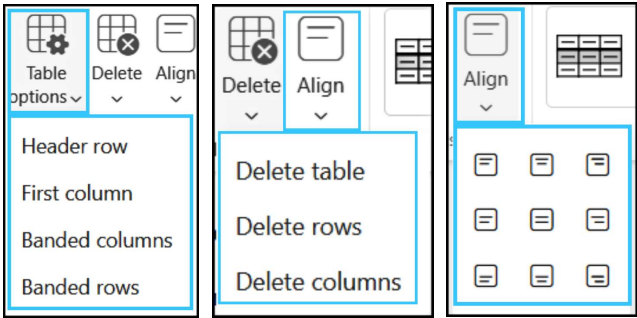
4. Choose the number of rows and columns.
5. Enter text into each cell as needed, using the **TAB** key or **ARROWS** to navigate in the table.



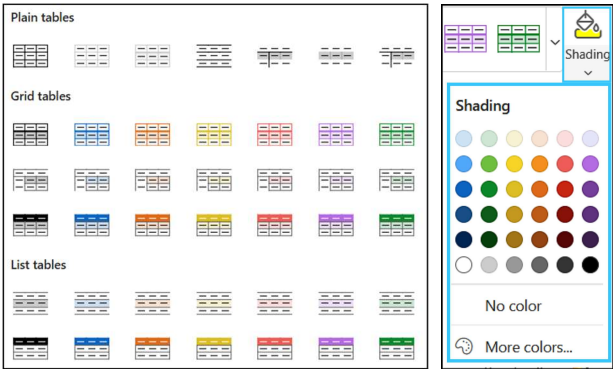
6. Once a table is inserted, the **Table** tab appears in the Ribbon.



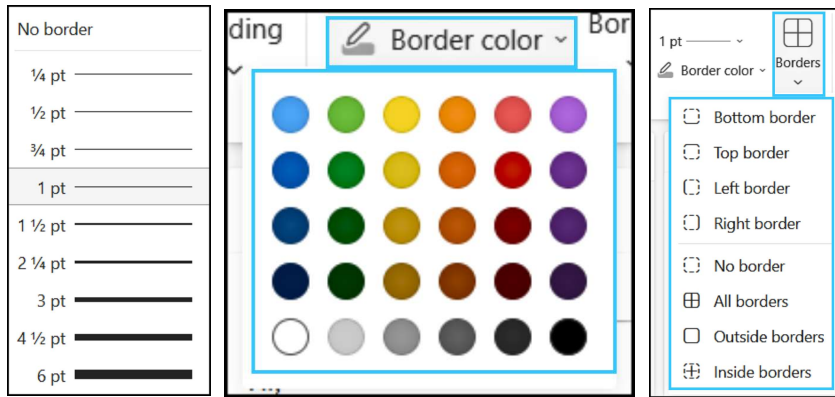
- The **Table options** group includes drop-down menus to toggle on the header row, first column or banded columns and rows, to delete the table, rows and columns or to align text in the table cells



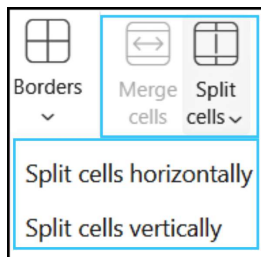
- On the **Table styles** group, explore the drop-down menus for a variety of preset styles or to add shading



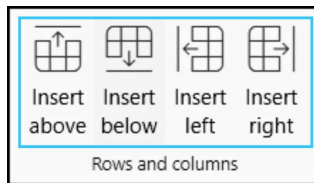
- Use the **Borders** group of commands to modify the weight, color and placement of cell borders



- In the **Merge** group, select an option to combine multiple cells into a single cell or to split them



- Insert rows and columns using the commands in the **Rows and columns** group



When organizing the company holiday retreat, Adam creates a table in his email to clearly display the event schedules, location, and RSVP deadline. Using a table helps recipients quickly scan the details without searching through long paragraphs of text.

<b>Table</b>	A grid of rows and columns used to organize information clearly within an email.
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**Learn Task**

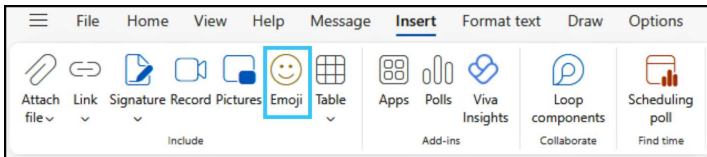
**Access the Learner Workbook to complete the Learn Task for this skill.**

## Use Emojis

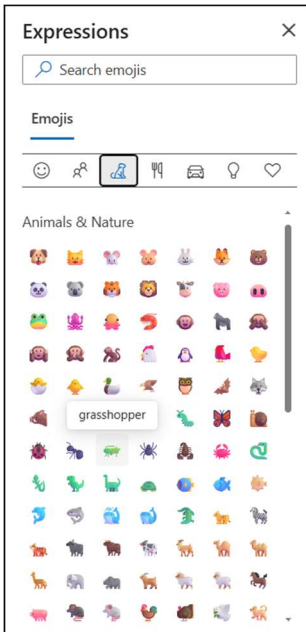
Emojis can add tone, personality, or emphasis to an email when used appropriately. They can help clarify intent, highlight key points, or make messages feel more engaging. However, emojis should be used thoughtfully in professional communication to ensure the message remains respectful. Emojis are generally most appropriate for informal or internal communication rather than formal or external correspondence.

Insert an emoji:

1. Create a new email or open an email you are replying to.
2. Place your cursor where you want the emoji to appear.
3. Select **Insert** tab > **Include** group > **Emoji**.



4. In the Expression pane, select an emoji from various categories. Select the **X** to close the pane.



When organizing the company Christmas party, Freya creates a festive invitation and inserts it into the message body. Before sending, she adds a few festive emojis, such as 🌲 and ✨, to create a cheerful but professional tone.

<b>Emoji</b>	A small digital icon that adds tone, expression, or emphasis to a message.
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**Learn Task** 

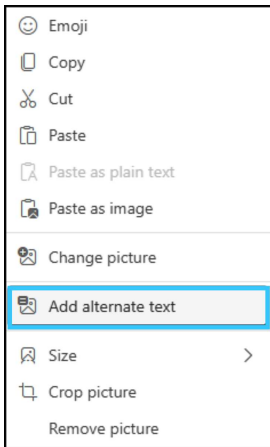
Access the Learner Workbook to complete the Learn Task for this skill.

## Accessible Content

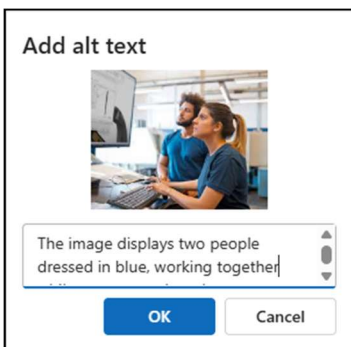
Accessible email content ensures that all recipients, including those using assistive technologies, can understand and engage with your message. Outlook includes tools you can use to make your email inclusive. Alt text (alternative text) provides a written description of visual content for screen readers and situations where images or tables cannot be displayed. Alt text should describe the purpose of the image or table rather than its decorative details.

Add alt text to images:

1. Select the image in the message body.
2. Right-click and choose **Add alternate text** or on the **Picture format** tab > **Accessibility** group > **Alt text**.

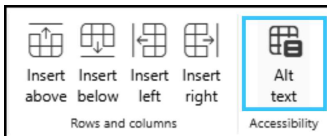


3. Enter a brief, meaningful description of the content, and select **OK**.

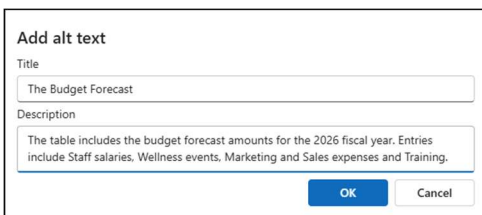


Add alt text to tables:

1. Select the table in the message body.
2. On the **Table** tab > **Accessibility** group > **Alt text**.



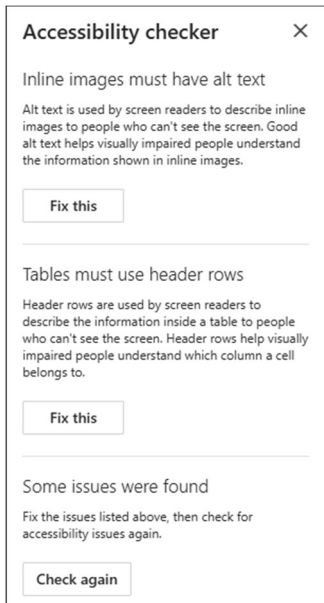
3. Enter a title and brief, meaningful description of the table content, and select **OK**.



An important way to identify potential issues before you send your email is to use the Accessibility Checker which will check whether images and tables have alt text or need formatting to be more visible.

Check accessibility:

1. Select **Options** tab > **Proofing** group > **Check Accessibility**.
2. A list of issues will appear in the Accessibility checker pane. Review the suggestions and make recommended changes before sending your email.



Lerato shared an email update that included images and a table but later realized some recipients could not fully access the content. By adding alt text, and checking accessibility before sending, Lerato ensured everyone could understand the message. This small step helped make her communication more inclusive and effective.

<b>Alt Text (Alternative Text)</b>	A written description added to images, tables, or other visual elements so screen readers can describe the content to users who cannot view it.
<b>Check Accessibility</b>	A feature that reviews your email for potential accessibility issues and provides suggestions to make the message more inclusive and usable for all recipients.

Learn Task 

Access the Learner Workbook to complete the Learn Task for this skill.

## Hyperlinks

Long web addresses can make emails appear cluttered and difficult to read. Hyperlinks allow you to insert clean, clickable text that directs recipients to websites, shared files, or email addresses.

Using hyperlinks keeps messages organized while guiding readers exactly where they need to go.

Insert a hyperlink:

1. Open the webpage or online location you want to link to.
2. Select and copy the web address from the browser's address bar.
3. Return to Outlook and create a new email.
4. Select the text you want to turn into a link or the place the cursor in the message body where the link should appear.
5. Select **Insert** tab > **Include** group > **Link** to open the Insert Link dialog box.
  - **Display as** - If you have not pre-selected text, enter the words that should appear as the clickable hyperlink
  - **Web address (URL)** - Paste the copied web address using **CTRL+ V**

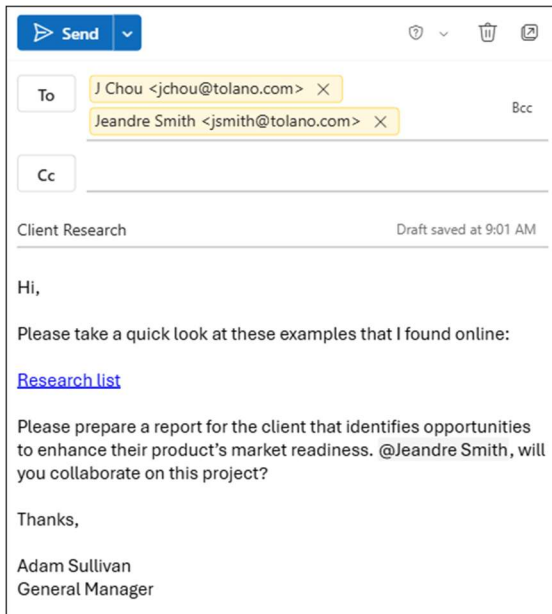
**Insert link**

Display as

Web address (URL)

**OK** Cancel

6. Select **OK**. The URL will appear as blue, underlined text.

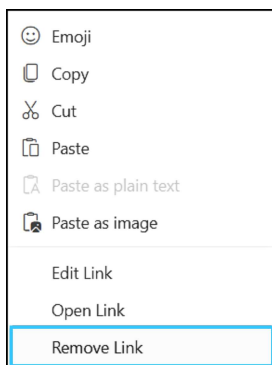


To edit a hyperlink:

1. Right-click the linked text, then select **Edit Link**.
2. Amend the display text or the web URL and select **OK**.

You can remove the hyperlink while keeping the text in your message, using one of the following methods:

- Right-click the linked text, then select **Remove Link**



- Select the hyperlink, then on the **Insert** tab > **Include** group > **Link** drop-down arrow > **Remove hyperlink**

The text remains in your email, but it will no longer be clickable.

When sharing training resources, Aisha inserts hyperlinks instead of pasting long URLs into the message body. This keeps her email organized and readable, while allowing recipients to quickly access the information they need without being distracted by lengthy web addresses.

<b>Hyperlink</b>	Clickable text that directs users to a website, file, or email address.
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**Learn Task** 

**Access the Learner Workbook to complete the Learn Task for this skill.**

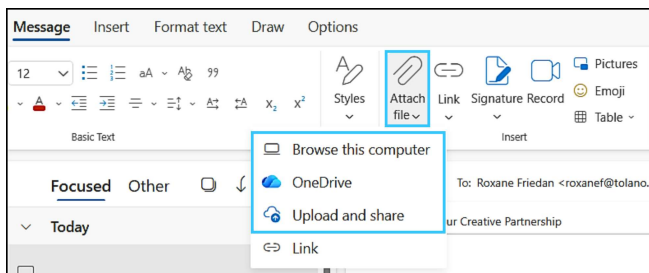
## Email Attachments

Attachments allow you to include files with an email so recipients can review documents, or other resources directly from the message. Common attachments include PDFs, spreadsheets, presentations, and image files. Using attachments ensures recipients receive the exact information you intend to share without needing access to a shared location such as OneDrive or another cloud storage service. This can be especially helpful when recipients may not have permission to view shared links or when you want to provide a fixed version of a document.

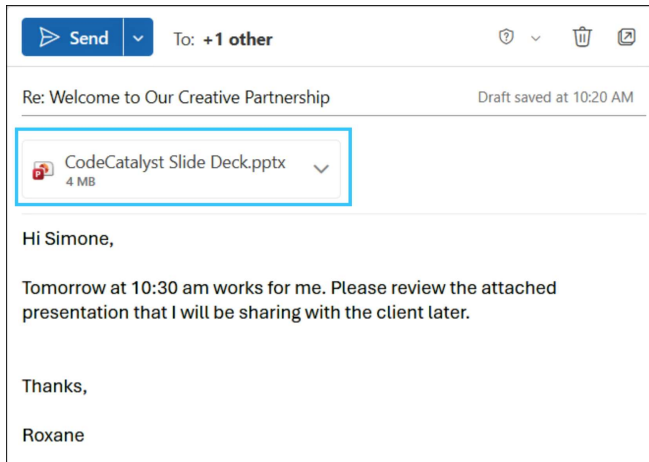
When composing messages in Outlook, you can attach files from your device or cloud storage or include links to files stored online. The best method depends on file size, storage location, and whether others need to collaborate on the document.

Add or remove attachments:

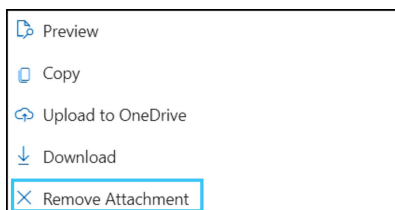
1. Create a new email.
2. Place the cursor where you want to insert the attachment, either in the message header or body.
3. On the **Message** tab > **Insert** group > select the **Attach file** drop-down arrow.



4. Choose one of the following options:
  - **Browse this computer** to upload and attach a file from your device
  - **OneDrive** to attach a file stored in cloud storage
  - **Upload and share** to upload a file and automatically share access with recipients
5. In the Open dialog box, choose the file and select **Open**.
6. Confirm that the attachment or link appears in the message body.



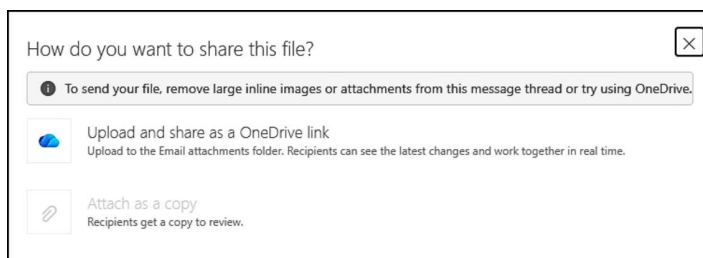
- To remove an attachment, select the drop-down arrow on the attachment, then choose **Remove Attachment**.



- Select **Send** when all attachments are correct.

Email providers, including Outlook, place limits on the size of attachments that can be sent in a single message. Most limits range between 20 - 25 MB, and messages that exceed this size may fail to send or be returned to the sender.

Large files such as high-resolution images, videos, or presentations can quickly exceed these limits. To avoid delivery issues, consider reducing file size, sharing a cloud-based link (such as OneDrive), or breaking content into smaller files. When you attach a file that is larger than permitted, Outlook will prompt you to choose an alternative way to share the file.



Taylor is writing a script for the company's video trailer and wants Alyssa to collaborate. Taylor shares the script with Alyssa and attaches it using the Upload and share tool to include the file in the email. This ensures that Alyssa will have access to the most up-to-date version without Taylor needing to send multiple copies.

<b>Attachment</b>	A file sent along with an email.
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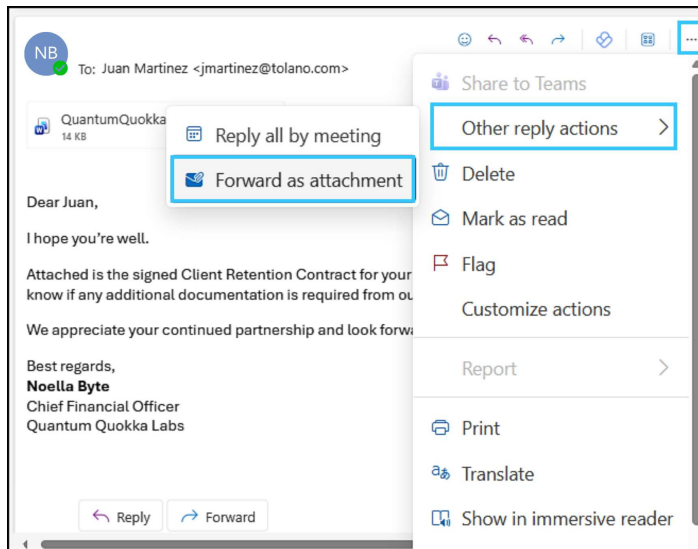
**Learn Task**  **Access the Learner Workbook to complete the Learn Task for this skill.**

# Email as Attachment

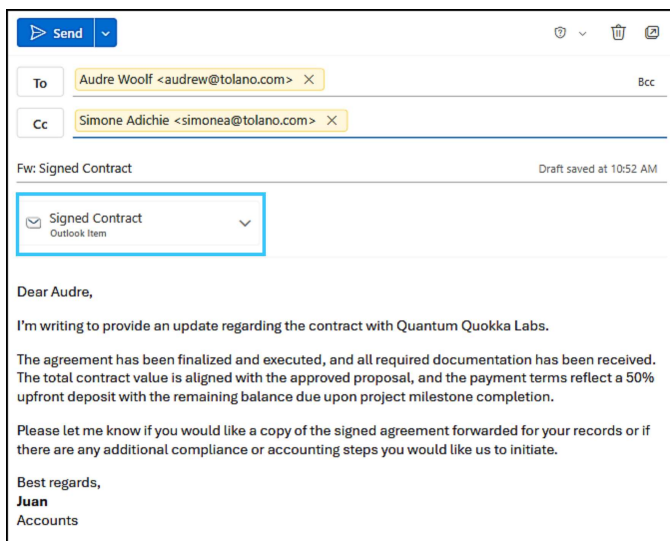
Sometimes forwarding an email isn't enough. When you need someone to view the entire original message exactly as it was received, sending it as an attachment preserves the formatting, attachments, and details. This ensures the recipient views the message in its original context.

Send an email as an attachment:

1. Open the email you want to send.
  - Select **More actions (three dots)** > **Other reply actions** > **Forward as Attachment**



- Or on the **Home** tab > **Respond** group > **Forward** drop-down arrow > **Forward as Attachment**
2. The email will now appear as an attachment in the message header.



3. Enter the recipient and message and select **Send**.

This feature is useful for sharing conversations or records without altering the original message.

When Daniel needs to send a contested client contract to the company legal department for review, he forwards the original email as an attachment. This allows the legal department to review the email exactly as it was received, including the contract details, agreements and time stamp, without any changes or missing information.

<b>Email as Attachment</b>	The process of sending an existing email as a file attachment to preserve its original formatting and content.
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Learn Task 

Access the Learner Workbook to complete the Learn Task for this skill.

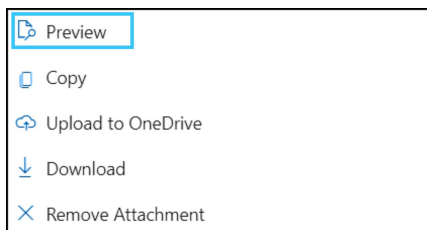
## Attachment Preview

Sometimes it is necessary to view the contents of an attached file to determine whether it contains the information you need before deciding how to manage it. In Outlook, it is possible to preview an attachment without downloading or saving it to your device.

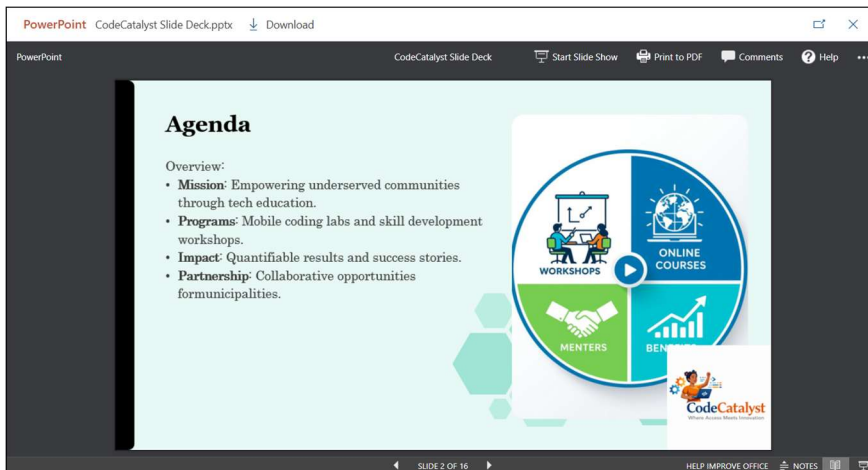
Outlook supports previewing many common file types, such as PDFs, Microsoft Office documents, and images. Previewing attachments first allows you to quickly assess their content, helping you save time and avoid downloading files you may not need.

To preview an attachment:

1. Open the email with the attachment that you want to review.
2. Select the attachment name in the message or select the drop-down arrow on the attachment, then choose **Preview**.



3. The file opens in a preview window, so that you can view its contents without leaving Outlook.



4. After reviewing the attachment, select the **X** to close the preview window.

Previewing an attachment does not save the file to your device and does not make changes to the original file.

When reviewing multiple project submissions, Jordan finds it productive to preview each attached document directly in Outlook to quickly confirm which files require further action without downloading every attachment.

<b>Attachment Preview</b>	A feature that allows you to view an attached file directly in Outlook without opening another program.
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Learn Task 

Access the Learner Workbook to complete the Learn Task for this skill.

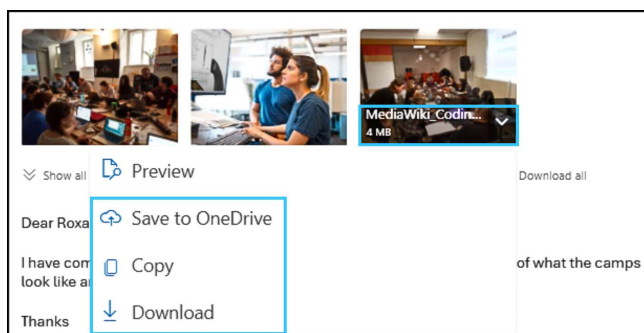
## Save Attachments

Saving attachments allows you to store files from received emails so they can be accessed, edited, or shared later. Outlook provides multiple options for saving attachments, depending on where you want to store the file and how you plan to use it.

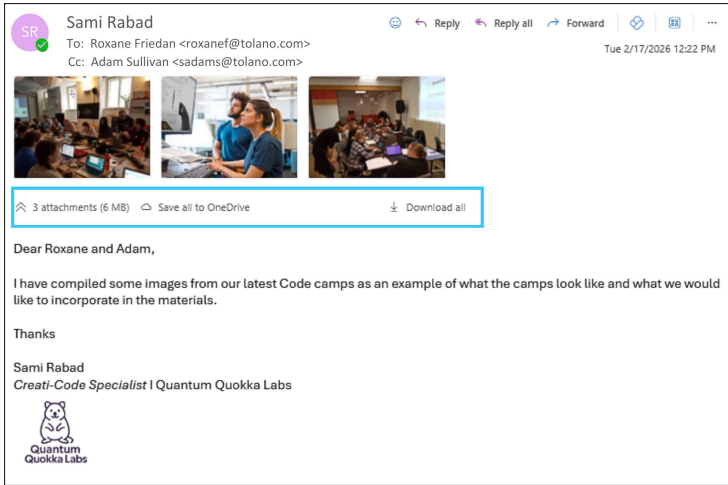
Understanding the available save options helps you choose the most efficient method for managing files, whether you need a local copy on your device or want to store the file in cloud storage for quick access and collaboration.

Save email attachments:

1. Open the email with the attachment that you want to save.
2. Hover over the attachment and select the **More actions** drop-down arrow. Choose one of the following options:
  - **Save to OneDrive** - Saves the attachment to your cloud storage, making it accessible and shareable from any device
  - **Copy** - Allows you to copy the attachment so it can be pasted into another location, such as a folder or application that supports file pasting
  - **Download** - Saves a copy of the attachment to your Downloads folder on your device



3. Alternatively, select **Save all to OneDrive** or **Download all**, directly in the message.



4. Once saved, attachments are no longer tied to the original email and can be accessed independently.

When reviewing a proposal from a colleague, Jordan saves the attached document to OneDrive so it can be quickly accessed, shared, and updated later. By storing the file in a shared location, he ensures it remains available for future reference and collaboration without relying on the original email.

<b>Saving</b>	The action of storing an attachment or file from an email to a selected location, such as your computer or cloud storage, for future access.
<b>Download</b>	The process of transferring a file from an external source, such as an email or website, to your device.

<b>Learn Task</b>	<b>Access the Learner Workbook to complete the Learn Task for this skill.</b>
<b>Assessments</b>	<b>Access the Learner Workbook to complete the Practice Exercise and Practice Questions.</b>
<b>Unit Assessment</b>	<b>Access the Learner Workbook to complete the Objective Assessment and Create Project.</b>

## Unit 1 Key Terms

Term	Definition
<b>Alt Text (Alternative Text)</b>	A written description added to images, tables, or other visual elements so screen readers can describe the content to users who cannot view it.
<b>Attachment</b>	A file sent along with an email.
<b>Attachment Preview</b>	A feature that allows you to view an attached file directly in Outlook without opening another program.
<b>Automatic Replies</b>	A feature that sends predefined responses when a user is unavailable.
<b>Bcc (Blind Courtesy Copy)</b>	A recipient field that hides recipient email addresses from other recipients.
<b>Cc (Courtesy Copy)</b>	A recipient field used to include others for awareness without making them the primary recipient.
<b>Check Accessibility</b>	A feature that reviews your email for potential accessibility issues and provides suggestions to make the message more inclusive and usable for all recipients.
<b>Compose and Reply</b>	The Mail settings area where message formatting, fonts, signatures, and reply behavior are configured.
<b>Contextual Tab</b>	A tab that appears only when needed, changing based on what task you are performing, such as composing an email.
<b>Date Range</b>	A scheduled time used to control when Automatic Replies start and stop.
<b>Delivery Receipt</b>	A notification that confirms an email was successfully delivered to the recipient's mailbox, but not that it was opened.
<b>Disallow Reactions</b>	An option that prevents the receiver from sending any reactions.
<b>Download</b>	The process of transferring a file from an external source, such as an email or website, to your device.
<b>Email as Attachment</b>	The process of sending an existing email as a file attachment to preserve its original formatting and content.
<b>Email Importance</b>	A setting that indicates whether an email is high or low priority.
<b>Email Signature</b>	A block of text that is automatically added to email messages, typically including name and contact information.
<b>Emoji</b>	A small digital icon that adds tone, expression, or emphasis to a message.
<b>External Senders</b>	People outside your organization, who can receive automatic reply messages if enabled.
<b>Focused Pane</b>	A feature that separates important emails into the Focused inbox while placing less important messages in Other.

<b>Term</b>	<b>Definition</b>
<b>Follow-Up Flag</b>	A visual marker used to indicate that a received email requires action or review later.
<b>Forward</b>	A response option used to send an email to new recipients.
<b>High Importance</b>	An email setting that signals urgency to recipients.
<b>HTML</b>	A message format that supports fonts, colors, links, images, and signatures.
<b>Hyperlink</b>	Clickable text that directs users to a website, file, or email address.
<b>Image</b>	A picture or graphic inserted into the body of an email.
<b>Interface</b>	The overall layout and design of Outlook that allows you to interact with emails, tools, and features.
<b>Low Importance</b>	An email setting that indicates that a message is not time-sensitive.
<b>Mention</b>	A tag created by entering @ followed by a person's name to draw their attention to a message.
<b>Message Font</b>	The default font, size, and color used when composing email messages.
<b>Message Format</b>	The setting that controls how email messages are composed and displayed, such as HTML or Plain text.
<b>Navigation Pane</b>	The pane that helps you move through Outlook by showing folders, mailboxes, and other main areas.
<b>New Mail</b>	The option used to create a new email in Outlook.
<b>Plain Text</b>	A message format that displays messages without formatting, images, or styling.
<b>Read Receipt</b>	A notification sent to the sender indicating that an email was opened by the recipient, if the recipient allows it.
<b>Reading Pane</b>	The area where the content of a selected email is displayed so you can read it without opening a new window.
<b>Record Video</b>	A feature in Outlook that allows you to capture and insert a short video directly into an email message.
<b>Reply</b>	A response option that sends the email to the original sender only.
<b>Reply All</b>	A response option that sends the email to the sender and all original recipients.
<b>Reply Settings</b>	Options that control how replies and forwarded messages are handled, including whether the original message is included.
<b>Resize Pictures</b>	To reduce the file size of a picture, it uploads faster and stays under the maximum size limit.
<b>Ribbon Tabs</b>	The tabs at the top of Outlook that organize commands and tools into related groups.

Term	Definition
<b>Saving</b>	The action of storing an attachment or file from an email to a selected location, such as your computer or cloud storage, for future access.
<b>Scheduled Delivery</b>	An Outlook option that allows you to schedule when an email is sent.
<b>Table</b>	A grid of rows and columns used to organize information clearly within an email.
<b>To Field</b>	The recipient field used for the primary audience of an email.
<b>Undo Send</b>	A feature that can be used to cancel an email directly after it is sent.

# Outlook Essentials

## A Guide for Microsoft 365 Users

Prepare for the **Microsoft Office Specialist: Outlook Associate (MO-400)** certification with this comprehensive course designed to help learners manage communication, organize information, and collaborate effectively using Microsoft Outlook.

Through hands-on practice, you will learn how to create and manage email messages, organize contacts and groups, schedule meetings and events, and manage tasks and calendars. The course also explores tools that help streamline communication, track responsibilities, and maintain an organized workflow.

This course is ideal for learners who want to build professional email and scheduling skills, improve workplace productivity, and validate their knowledge through the Microsoft Outlook Associate certification.

Whether you are managing daily communications, coordinating meetings, or organizing contacts and tasks, this course helps you develop the essential Outlook skills used in academic, professional, and business environments.

### Key Learning Outcomes:

- **Navigate the Outlook Interface:** Work efficiently with the Outlook navigation pane, ribbon tools, folders, and views used to manage email and information.
- **Create & Manage Email Messages:** Compose, format, send, and respond to messages while managing recipients, attachments, and message settings.
- **Organize Mail with Folders & Categories:** Sort, categorize, and manage email using folders, rules, flags, and search tools.
- **Manage Contacts & Contact Groups:** Create, edit, organize, and share contacts and contact groups for effective communication.
- **Schedule Meetings & Events:** Use the Outlook calendar to create appointments, schedule meetings, manage availability, and coordinate schedules.
- **Manage Calendars & Tasks:** Configure calendar settings, manage multiple calendars, and track responsibilities using Outlook tasks and reminders.
- **Collaborate & Track Communication:** Use follow-up flags, mentions, and tracking tools to stay organized and ensure important communication is completed.
- **Manage Outlook Settings & Productivity Tools:** Customize Outlook settings, configure work hours and notifications, and use productivity tools to support daily workflow.

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Igniting Possibilities

