

Microsoft®

Outlook

Instructor Resources

Microsoft Outlook

Enter Dates

Instructor Information

Instructor

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Office Location & Hours

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General Information

Description

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.

Course Objectives

This coursebook teaches the skills you will need to successfully complete the Microsoft Office Specialist certification offered by Certiport. These skill sets are introduced using multiple types of exercises and review materials.

After completing this course, you will understand the following:

- ✓ 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.

By completing this course, you will be fully prepared to earn the Microsoft Office Specialist: Word Associate Certification (MO-110) and demonstrate your expertise in document management, advanced formatting, and collaboration tools. This coursebook provides everything you need to succeed in Microsoft Word, regardless of whether you're validating your skills for career advancement or refining your proficiency.

Expectations and Goals

Upon completion of this course, learners are expected to complete the Microsoft Office Specialist exams. Candidates for this exam should have a foundational knowledge of word processing fundamentals and how those services are provided with Microsoft Word. The exam is intended for candidates who are just beginning to work with word processing software or are new to Microsoft Word. To learn more about the Microsoft Office Specialist program visit: [Microsoft Office Specialist: Certiport \(pearsonvue.com\)](https://www.pearsonvue.com/certification/microsoft-office-specialist)

Certifications provide significant advantages to professional and job candidates. These include:

- Higher grade point average for certified high school students
- Higher graduation rates for certified high school students
- Increased post-secondary enrollment
- Reduced dropout rates

Additional information: [The value of certification](#)

Course Materials

Required materials

- XperienceED account
- Computing Device
- Internet Connection

Optional materials

- Headset

Schedule

Dates

Unit

Unit 1: Mail Settings and Messages

Unit 2: Search, Sort and Store

Unit 3: Contacts

Unit 4: Calendar and Tasks

Course Structure

The course is structured to learn by doing, practice the learned skill, then apply the skills.

- Unit
 - Lesson
 - Learn Tasks
 - Practice Exercises
 - Practice Questions

- Objective Assessment
- Create Project

Each unit contains lessons. The lessons are introduced by lesson topics where you can learn through doing or learn through study materials. Each lesson concludes with a Practice Exercise that incorporates the tasks you have learned throughout the lesson. Once you have completed the lessons in the unit, you are assessed through a question-based Objective Assessment and a Create Project.

Weights and Grading

Add your course weight and grading here

Additional information and resources

Add a subheading

Add text.

Instructor Guide Overview

Course Structure

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Delivery

The course is created so it can be customized to meet the needs of the instructor and the learner.

- **Direct Instruction:** Utilize the PowerPoint presentations to introduce each lesson topic, then have the learners review the study materials and complete the task.
- **Flipped Classroom:** Learners complete lessons outside of class time. Learners utilize the class time to discuss learned tasks, allow learners to teach concepts, expand concepts through learning stations, and work on unit extension or unplugged activities.

Differentiation

- **Learning Resources:** Exercises outline what learners need to complete. Learners study the concept and then apply that knowledge to complete the Learn Task. These exercises reinforce independent problem-solving and help learners demonstrate mastery.
- **Extension Activities:** Encourage learners to showcase their newly learned skills by creating additional real-world projects, teaching others how and why to use new skills, and exploring beyond their learning.

Prepare for Delivery

- Begin with the unit overview to understand the structure and flow of the unit, the topics covered, the approximate time to complete and the exam objectives reviewed.

- Review the lesson PowerPoint Presentation to give you an in-depth look at each lesson topic and the comprehensive topic notes included.
- Review the answer keys to familiarize yourself with the tasks learners will complete throughout the lesson.
- Complete the lesson.

Instructor Resources Overview

<p>Instructor Resources File Structure</p>	<ul style="list-style-type: none"> 📁 Instructor Resources <ul style="list-style-type: none"> 📄 Course Syllabus 📄 Course Overview 📄 Course Key Terms 📄 Course Instructor Guide 📁 Unit <ul style="list-style-type: none"> 📁 Unit Answer Keys <ul style="list-style-type: none"> 📄 Create Project 📄 Objective Assessment 📄 Lesson Practice Exercises 📄 Learn Tasks 📄 Lesson Practice Questions 📁 Unit Study Guides <ul style="list-style-type: none"> 📄 Study Guide Complete 📄 Study Guide Fill-In Explanation 📄 Study Guide Fill-In Topic 📁 Unit PowerPoint Presentations 📁 Unplugged Activities 📄 Unit Overview 📄 Unit Learning Plan 📄 Unit Key Terms 📁 Learner Resources
<p>Unit Assessment Answer Keys</p>	<p>Each unit includes two types of assessments for learners to apply their knowledge.</p> <ul style="list-style-type: none"> • Create Project - These are project prompts and sample solution files. • Objective Assessment - A comprehensive question and answer-based assessment for the unit.
<p>Answer Keys</p>	<p>Documents containing answers, step-by-step instructions, and correct answers for Instructor reference or to offer additional support material for learners.</p> <ul style="list-style-type: none"> • Learn Tasks - Each lesson topic includes an opportunity to apply what they have just learned or by answering questions. • Lesson Practice Exercises - End of lesson exercises or scenario-based assessment. • Lesson Practice Questions - End of lesson question-based assessment.
<p>Study Guides</p>	<p>Printable and customizable study guides mapped to lesson topics and exam objectives are provided in three formats.</p> <ul style="list-style-type: none"> • Complete- This version includes the topic and the explanation. • Fill-In Topic-Learners can fill in the topics as they learn or as a review.

	<ul style="list-style-type: none"> • Fill-In Explanation - This allows learners to complete the explanation of each lesson topic in their own words and images.
Learning Plan	Customizable unit learning plan outlining the objectives and topics covered, essential questions, learning targets, methods and materials, extension activities, formative and summative assessments, mapping to STEAM, Work Readiness, 5 C's, and Bloom's Taxonomy Levels.
Lesson PowerPoint	A PowerPoint Presentation that complements the lesson. Each lesson topic is included in the presentation as well as comprehensive speaker notes.
Unplugged Activities	A variety of activities and necessary resources to get learners off the computers while still reinforcing unit learning objectives.
Unit Key Terms	A comprehensive list of key terms throughout the unit.
Unit Overview	A spreadsheet containing the overview of the flow of the unit that includes lesson topics, certification objectives mapping, and approximate timings for self-paced and instructor-led scenarios.
Learner Resources	Printable prompts that direct learners to study the concept before applying their knowledge to complete the Learn Task.

Outlook Learning Plan

Unit 1: Mail Settings and Messages

Instructor:

Class:

Duration: 5-9 hours

Unit Objectives:

This unit introduces core features of Microsoft Outlook for effective email management. Learners will learn to customize the interface, compose professional emails, and enhance messages with images, tables, and attachments. These tasks will help them develop practical communication and organizational skills for academic and workplace settings.

Essential Questions:

- How do Outlook tools and settings help users organize communication and manage email more effectively?
- How can different Outlook features, such as formatting tools, attachments, mentions, and scheduling, be used to create clear, organized, and professional email messages?
- Why is the ability to manage email settings and communicate effectively through email important in academic, workplace, and professional environments?

Learning Targets:

I will use Outlook tools to customize settings, create and send email messages, and insert different types of content.

So I can communicate clearly, organize my email effectively, and share information professionally.

I know I succeeded when I can adjust Outlook settings, send messages to the correct recipients, and add content such as images, tables, links, and attachments to create clear and effective emails.

Methods and Materials:

- Lectures
- Reading
- Videos
- Hands-on activities
- Creating
- Analyzing
- Discussing
- Teaching

Formative Assessments:

- Learn Tasks
- Practice Questions
- Practice Exercises

Summative Assessments:

- Objective Assessment
- Create Project

STEAM

- Science
- Technology
- Engineering
- Art
- Math

Work Readiness

- Communication
- Problem-solving
- Teamwork
- Work ethic
- Empathy
- Conflict resolution
- Active listening
- Time management
- Adaptability
- Reading
- Mathematics

5 C's

- Critical Thinking
- Creativity
- Communication
- Collaboration
- Citizenship

Blooms Level

- Remembering
- Understanding
- Applying
- Analyzing
- Evaluating
- Creating

Learning Activities

Lesson	Time Allowed	Content
Lesson 1: Customize Outlook	60-130 minutes	<ul style="list-style-type: none"> • The Outlook Interface • Ribbon Tabs • Message Formats • Message Fonts • Email Signatures • Reply Settings • Automatic Replies
Lesson 2: Create and Send	65-145 minutes	<ul style="list-style-type: none"> • New Email • Recipients • Mentions • Email Responses • Follow-Up Flags • Set Importance • Tracking • Schedule Deliveries
Lesson 3: Insert Content	75-175 minutes	<ul style="list-style-type: none"> • Insert Images • Record Video • Add Tables • Use Emojis • Accessible Content • Hyperlinks • Email Attachments • Email as Attachment • Attachment Preview • Save Attachments

Warm-Up Activities

1. Think about the last email you sent for school, work, or personal communication. Write down two things that make an email clear and straightforward to understand, and one thing that might make an email confusing or unprofessional. Share your ideas with a partner and discuss how email tools might help improve communication.
2. Imagine you are sending an important message to a teacher, manager, or team member. Predict what features in an email program might help make your message more organized or professional, such as formatting, attachments, or scheduling tools. Discuss your predictions with a partner and explain why those features might be useful.
3. Observe a short example of a messy email message with no formatting, unclear recipients, and missing attachments. Identify two possible mistakes the sender might have made and suggest how email tools could fix the problem. Discuss your ideas with a partner and explain how better email practices improve communication.

Extension Activities

1. Create a portfolio for the course. Portfolios should include evidence of work, reflect on learned skills and how you can incorporate the skills in a current or future project. This is an ongoing extension activity. Continue to add to the portfolio throughout the course.
2. Select one topic learned throughout the unit, then create an instructional video, tutorial, lecture, or hands-on activity to teach others about the skill.

3. Research how email communication is used in a professional field such as business, education, or technology. Identify key expectations for professional emails, including tone, formatting, and attachments. Create a short summary or visual and discuss how Outlook tools help support these practices.
4. Create a professional email template that includes a clear subject line, organized formatting, and a signature. Illustrate where attachments, images, or links could be inserted. Share your template with a partner and explain how the design improves clarity and professionalism.
5. Interview someone who regularly uses email for work or school about how they manage messages, attachments, and organization. Write a short reflection about what you learned and discuss how Outlook features could help improve email communication.

Unit Evaluation and Reflection

What went well

What needs to change

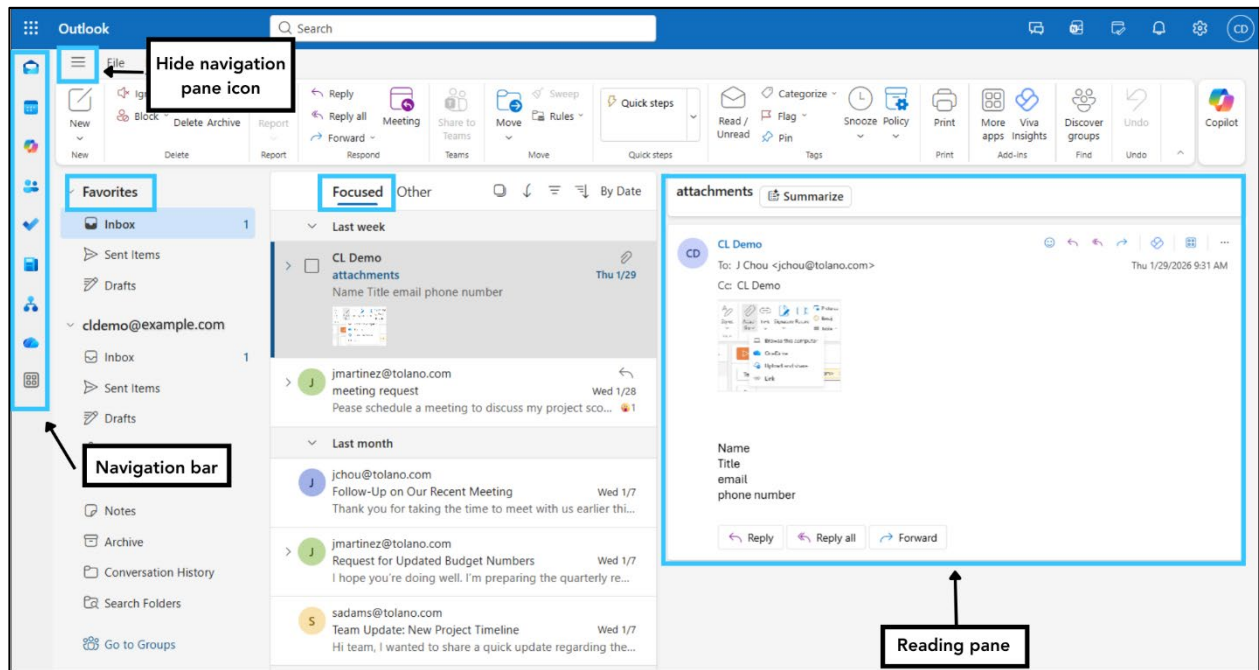
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Unit 1 Customize Outlook Learn Tasks

The Outlook Interface

Practice identifying features in the Outlook interface:

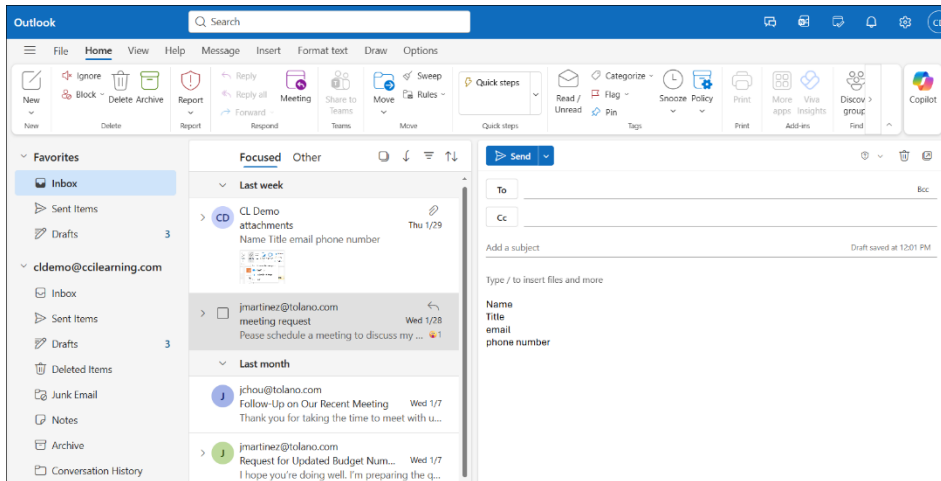
- 1) Navigation bar
- 2) Hide navigation pane icon
- 3) Favorites section
- 4) Focused tab
- 5) Reading pane



Ribbon Tabs

Practice identifying Ribbon tabs:

- 1) File tab
- 2) Home tab
- 3) View tab
- 4) Message tab
- 5) Insert tab
- 6) Format text tab
- 7) Draw tab
- 8) Options tab



Message Formats

Practice exploring message default formats.

- 1) Set the default message format so all new messages, replies, and forwards use HTML.
 - File tab > Settings > Mail > Compose and reply
 - Message format > Compose message in drop-down arrow > HTML > Save

Message Fonts

Practice setting message fonts.

- 1) Configure the default message font to Calibri, size 11, black, so all new messages, replies, and forwards use this formatting
 - File tab > Settings > Mail > Compose and reply
 - Message format > Ensure HTML is selected
 - Font drop-down arrow > Calibri
 - Font size drop-down arrow > 11
 - Font color drop-down arrow > Black > Save

Email Signatures

Insert a default signature.

- 1) Create a signature, assigned to new messages only and named "Professional Signature".
 - File tab > Settings > Accounts > Signatures > + Add signature
 - In the Add a signature name field > Enter "Professional Signature"
 - Select the Set default for new messages checkbox
- 1) Include the following text:

Jordan Patel
Project Coordinator
jordan.patel@example.com

 - In the text field > Enter "Jordan Patel" > ENTER > Enter "Project Coordinator" > ENTER > Enter jordan.patel@example.com > Save

Reply Settings

Configure the reply behavior settings.

- 1) Set the default reply behavior so all responses automatically include every recipient.
 - File tab > Settings > Mail > Compose and reply
 - Reply or Reply all > Reply all > Save

Automatic Replies

Configure automatic replies.

- 1) Schedule Automatic Replies from Monday at 9:00 AM through Friday at 4:00 PM. Block your calendar during this period.
 - File tab > Settings > Accounts > Automatic replies
 - Turn on Automatic replies > Select the Send replies only during a time period checkbox
 - Start time field > Monday > Time field drop-down arrow > 9:00 AM
 - End time field > Friday > Time field drop-down arrow > Time field drop-down arrow > 4:00 PM
 - Select the Block my calendar for this period checkbox
- 2) For internal replies, use the message: "I am out of the office and will return next week." Configure external replies for contacts only, with the following message: "I am currently unavailable. Please contact the main office for assistance."
 - In the Send automatic replies inside your organization field > Enter "I am out of the office and will return next week."
 - Select the Send replies outside your organization checkbox > Select the Send replies only to contacts checkbox
 - In the Add a message here field > enter "I am currently unavailable. Please contact the main office for assistance." > Save

Unit 1 Customize Outlook Practice Exercise

You have started a new role and need to configure Outlook, so your email messages follow consistent formatting, include correct contact information, reply appropriately in group conversations, and notify others when you are unavailable.

- 1) Set the default message format to HTML.
 - File tab > Settings > Mail > Compose and reply
 - Message format > Compose message in drop-down arrow > HTML > Save
- 2) Configure the default message font to Arial, size 12, blue.
 - File tab > Settings > Mail > Compose and reply
 - Message format > ensure HTML is selected
 - Font drop-down arrow > Arial
 - Font size drop-down arrow > 12
 - Font color drop-down arrow > Blue > Save
- 3) Change the default reply behavior to Reply all.
 - File tab > Settings > Mail > Compose and reply
 - Reply or Reply all > Reply all > Save
- 4) Configure Automatic Replies for a scheduled absence, from Wednesday at 8:00 AM to Friday at 5:00 PM; with an internal message: "I am out of the office through Friday and will respond when I return." and an external message to contacts only: "I am unavailable at this time. Please email support@example.com for assistance."
 - File tab > Settings > Accounts > Automatic replies
 - Turn on Automatic replies > Select the Send replies only during a time period checkbox
 - Start time field > Wednesday > Time field drop-down arrow > 8:00 AM
 - End time field > Friday > Time field drop-down arrow > Time field drop-down arrow > 5:00 PM
 - Select the Block my calendar for this period checkbox
 - In the Send automatic replies inside your organization field > Enter "I am out of the office through Friday and will respond when I return."
 - Select the Send replies outside your organization checkbox > Select the Send replies only to contacts checkbox
 - In the Add a message here field > Enter "I am unavailable at this time. Please email support@example.com for assistance." > Save
- 5) Create and assign an email signature named "Team Signature" to new messages and replies, with the following text:

Morgana Lee
Operations Specialist
morgana.lee@example.com

 - File tab > Settings > Accounts > Signatures > + Add signature
 - In the Add a signature name field > Enter "Team Signature"
 - In the text field > Enter "Morgana Lee" > ENTER > Enter "Operations Specialist" > ENTER > Enter "morgana.lee@example.com"
 - Select the Set default for new messages checkbox > Select the Set default for replies and forwards checkbox > Save

Unit 1 Customize Outlook Practice Questions

- 1) Aaliyah is sending a project update that must include headings, bullet points, and a professional signature. Which message format should Aaliyah set as the default to ensure these elements are supported?
 - a) **HTML (correct)**
 - b) Plain text
 - c) Rich Text
 - d) PDF

- 2) Mateo wants all new messages, replies, and forwards to use Calibri, size 11, and black text without manually changing the font each time. Which setting should Mateo configure?
 - a) **Message fonts (correct)**
 - b) Automatic replies
 - c) Message format
 - d) Reply settings

- 3) Selecting Plain text as the message format allows fonts, colors, and images to appear in email messages.
 - True
 - **False (correct)**

- 4) Priya needs her name, job title, and email address to appear automatically at the end of every new email she sends. Which feature should Priya configure?
 - a) **Email signature (correct)**
 - b) Reply settings
 - c) Automatic replies
 - d) Message format

- 5) Daniel frequently participates in group email conversations and wants all recipients automatically included when he responds. Which reply setting should Daniel choose as the default?
 - a) Reply
 - b) Forward
 - c) **Reply all (correct)**
 - d) Compose

- 6) Automatic replies can be configured with a start time and an end time so they turn off automatically.
 - **True (correct)**
 - False

- 7) Sofia will be out of the office from Monday morning through Friday afternoon and wants Outlook to notify others during that time. Which feature should Sofia use?
 - a) Email signature
 - b) Message fonts
 - c) **Automatic replies (correct)**
 - d) Reply settings

- 8) Jamal wants Automatic replies sent only to people inside his organization and to contacts outside the organization. Which option should Jamal select for external senders?
- a) Send replies only during a time period
 - b) **Send replies only to contacts (correct)**
 - c) Block my calendar
 - d) Send replies to everyone
- 9) Lena wants all messages she sends to appear consistent without adjusting formatting each time. Which setting should Lena configure first?
- a) Message fonts
 - b) Email signature
 - c) **Message format (correct)**
 - d) Automatic replies
- 10) Carlos wants to make sure Automatic replies stop sending when he returns to work. Where should Carlos select to change the settings?
- e) **File tab > Settings > Account (correct)**
 - f) Home tab > Tracking group > Automatic replies
 - g) File tab > Settings > Mail
- 11) Maria is new to Outlook and wants to understand what the overall layout of the program is called. What Outlook feature is she learning about?
- h) Navigation pane
 - i) Reading pane
 - j) **Interface (correct)**
 - k) Normal view
- 12) Jamal selects an email and wants to read its contents without opening a new window. Which part of Outlook displays the message?
- a) **Reading pane (correct)**
 - b) Navigation pane
 - c) Focused inbox
 - d) Ribbon
- 13) Alyssa wants to create a new email, reply to a message, and organize emails using flags and categories. Which Ribbon tab should she use?
- a) View tab
 - b) Insert tab
 - c) **Home tab (correct)**
 - d) File tab
- 14) Diego wants to add a picture and a link to his email message. Which Ribbon tab should he select?
- a) Message tab
 - b) **Insert tab (correct)**
 - c) Format text tab
 - d) Options tab

15) Ethan wants to change how his inbox is displayed, including the layout and the position of the Reading pane. Which Ribbon tab should he use?

- a) Home tab
- b) File tab
- c) Draw tab
- d) **View tab (correct)**

Microsoft Outlook

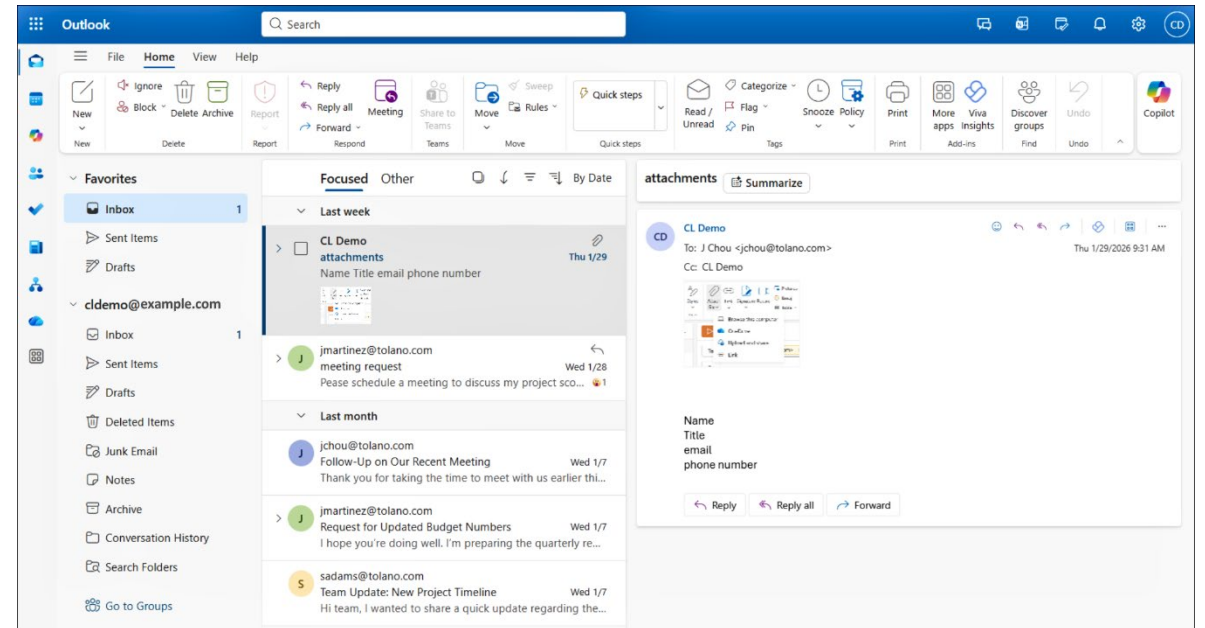
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Customize Outlook

Unit 1: Mail Settings and Messages

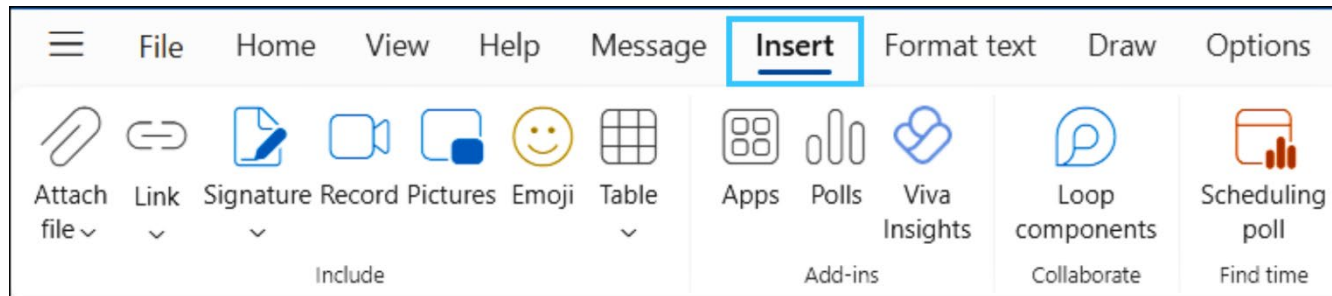
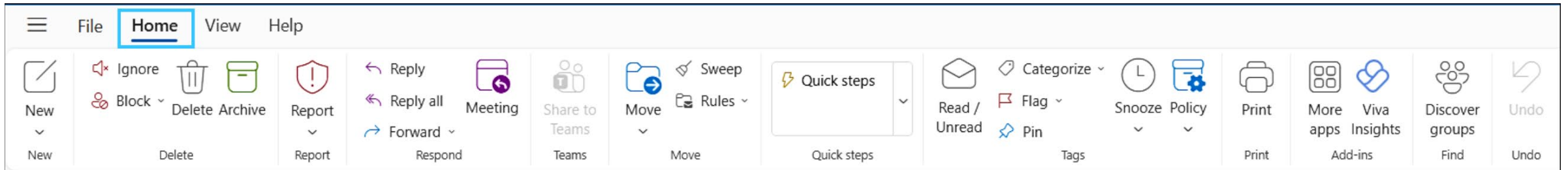
The Outlook Interface

- Interact with the Navigation pane and Reading pane to manage emails
- Use the **File** tab and **View** tab to change layout settings in the interface



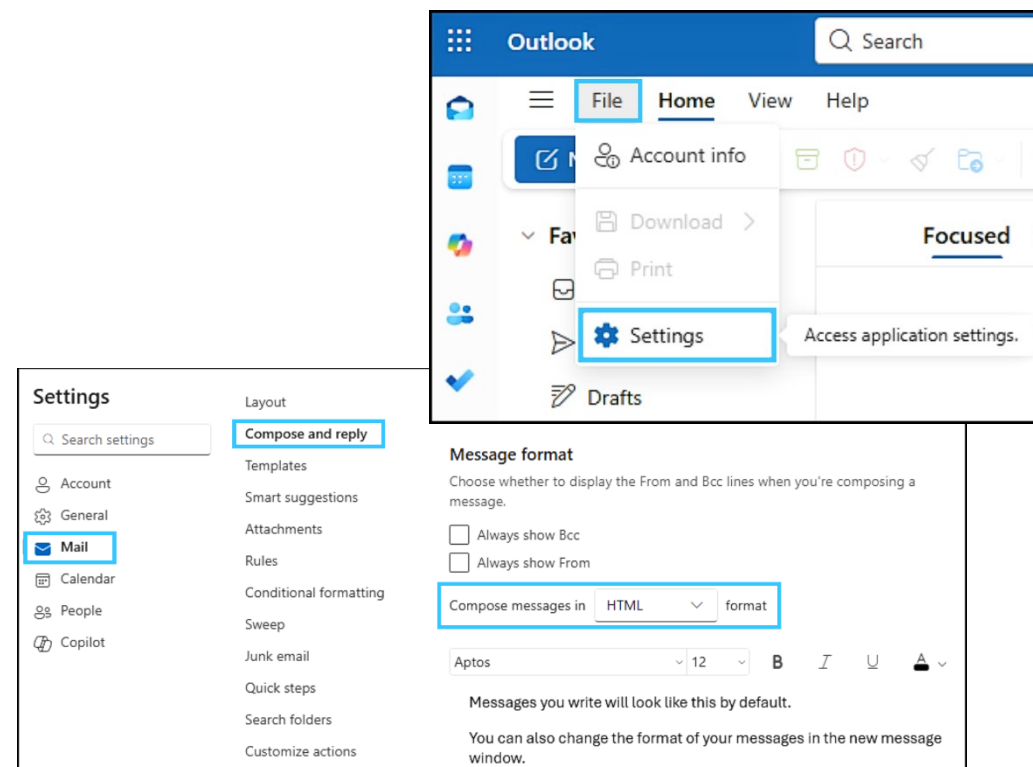
Ribbon Tabs

Access permanent and contextual tabs to view features, tools when creating and sending email



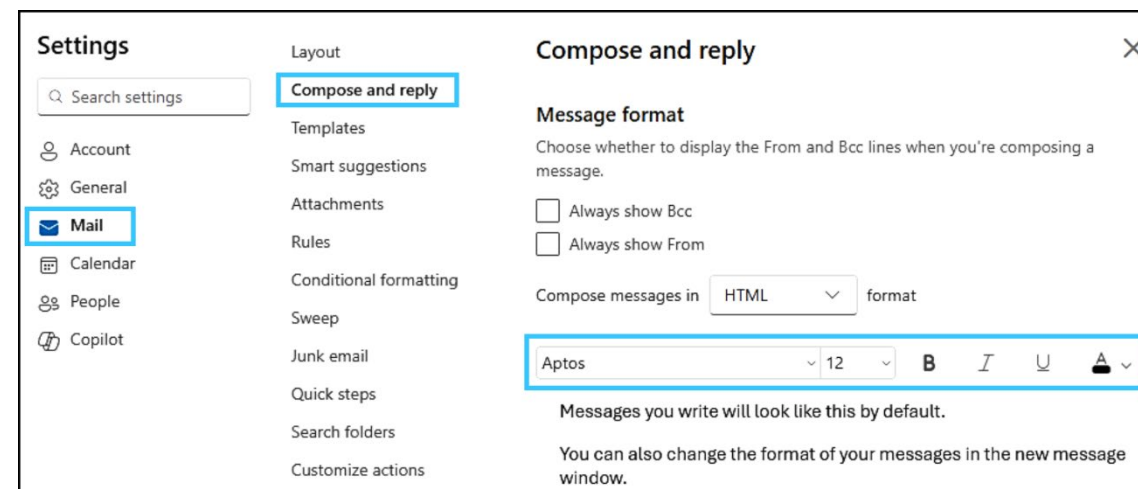
Message Formats

- Controls how message appear for default or manual editing in HTML or Plain text
- **File** tab > **Settings** > **Mail** > **Compose and reply** > Message format > Compose messages



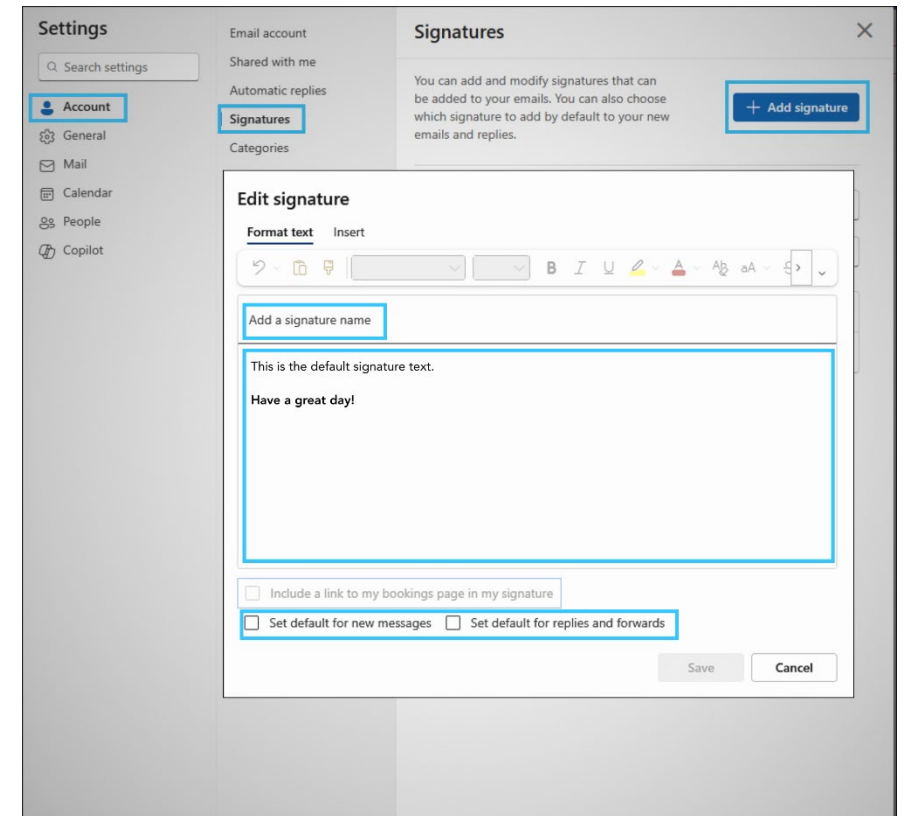
Message Fonts

- Must be HTML to apply font style, color or size
- **File** tab > **Settings** > **Mail** > **Compose and reply** > **HTML** > select options and **Save**



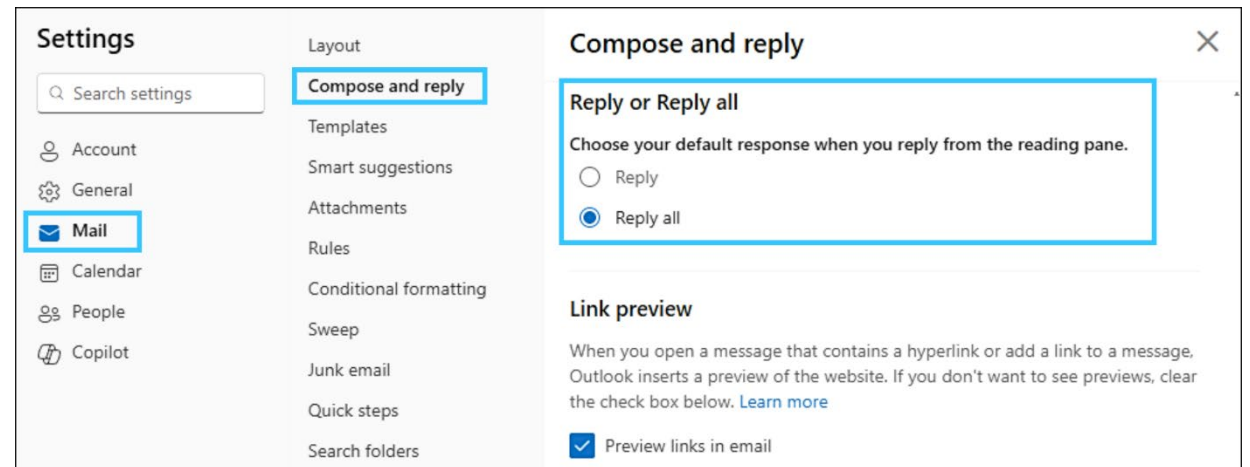
Email Signatures

- Informative, flexible message automatically assigned to replies and forwards
- **File** tab > **Settings** > **Account** > **Signatures** > **+ Add signature** > use **Insert text** tab and **Insert** tab to personalize



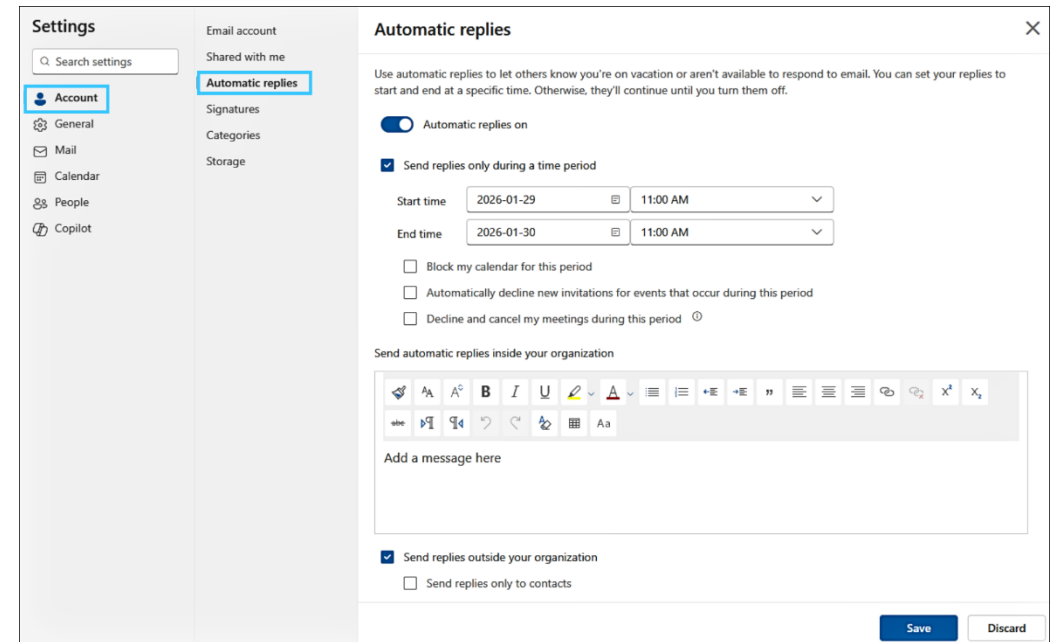
Reply Settings

- Controls the default or manual reply behavior
- **File** tab > **Settings** > **Mail** > **Compose and reply** > choose **Reply** or **Reply all**



Automatic Replies

- Send scheduled, flexible responses when you are not reachable
- **File** tab > **Settings** > **Account** > **Automatic replies** > **Save**



Unit 1 Mail Settings and Messages

Study Guide Complete

Topic	Explanation
The Outlook Interface	
Outlook Application	An integrated app which includes email, contacts, calendars, and tasks.
Email	Written, digitally transmitted communication medium.
Navigation Bar	Control hub with apps.
Steps 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.
Navigation Pane	<ul style="list-style-type: none"> The primary location with email folders. Hide using Hide navigation pane icon (three lines).
Favorites Group	A shortcut area including Inbox, Sent Items and Drafts for most used folders to appear.
Steps to Customize Navigation Pane Folders	<ul style="list-style-type: none"> Right-click on a folder > 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	<ul style="list-style-type: none"> Displays the folder contents in order when selected in the Navigation pane. Use icon list to filter or sort.
Steps to Customize the Focused Pane	View tab > Settings group > View Settings > Mail > Layout . Under Focused Inbox, choose an option to sort messages.
Reading Pane	Emails selected in the Focused Pane, appear in the Reading pane.
Steps to Customize the Reading Pane	<ul style="list-style-type: none"> View tab > Layout group > Reading pane drop-down arrow > choose to Show on the right, Show on the bottom, Fill screen or Popout only. View tab > Settings group > View Settings > Mail > Layout > select options.
Interface	The overall layout and design of Outlook that allows you to interact with emails, tools, and features.
Navigation Pane	The pane that helps you move through Outlook by showing folders, mailboxes, and other main areas.
Reading Pane	The area where the content of a selected email is displayed so you can read it without opening a new window.
Focused Pane	A feature that separates important emails into the Focused inbox while placing less important messages in Other.
Ribbon Tabs	
Ribbon Tabs	The tabs at the top of Outlook that organize commands and tools into related groups.
Collapse the Ribbon	Select the arrow in the bottom-right corner of the Ribbon to switch layouts.
File Tab	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.
Message Tab	Includes tools needed when composing emails such as formatting text, attaching files, setting importance, and adding a signature.
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.
Format Text Tab	Provides advanced formatting tools to control font styles and text alignment.
Insert Tab	Add items such as tables, pictures, links, Quick Parts, signatures, and polls to your email.
Contextual Tab	A tab that appears only when needed, changing based on what task you are performing, such as composing an email.
Message Formats	
Message Format	Controls how email messages are composed and displayed.
Compose and Reply	The Mail settings area where message formatting, fonts, signatures, and reply behavior are configured.
HTML	Supports fonts, colors, links, images, and signatures.
Plain Text	Removes all formatting from messages.
Default Message Format	Applies to new messages, replies, and forwards.
Message Format Selection	Helps ensure messages appear as intended to recipients.
Steps to Change Default Format	<ol style="list-style-type: none"> 1. Select File tab > Settings > Mail > Compose and reply. 2. Under Message format > Compose messages in HTML or Plain text.
Message Fonts	
Message Fonts	The default font, size, and color used when composing email messages.
HTML Format	Must be selected to apply message fonts.
Default Font Settings	<ul style="list-style-type: none"> • Applies the same font settings when composing messages, replies or forwarding mail. • Reduces the need for manual formatting.
Steps to Set Default Message Fonts	<ol style="list-style-type: none"> 1. Select File tab > Settings > Mail > Compose and reply. 2. Under Message format > HTML, then select a font family, font size, and font color and Save.
Email Signatures	
Email Signature	A block of text that is automatically added to email messages, typically including name and contact information.
Signature Options	<ul style="list-style-type: none"> • Can include name, title, and contact information. • Multiple signatures are allowed or choose a default signature.
Reply Signature	Assigned to replies and forwards.
Steps to Create and Assign an Email Signature	<ol style="list-style-type: none"> 1. Select File tab > Settings > Account > Signatures > + Add signature. 2. Add a signature name, signature content, including your name, title, and contact information.

Steps to Create and Assign an Email Signature	<ol style="list-style-type: none"> Adjust font style, size, color, or add links if needed. Optional: Set default for new messages or set default for replies and forwards > Save.
Reply Settings	
Reply Settings	Options that control how replies and forwarded messages are handled, including whether the original message is included.
Reply	Responds only to the sender.
Reply All	Responds to the sender and all recipients.
Steps to Configure Reply Settings	<ol style="list-style-type: none"> Select File tab > Settings > Mail > Compose and reply. Under Reply or Reply all, choose your preferred default option.
Automatic Replies	
Automatic Replies	A feature that sends predefined responses when a user is unavailable.
Automatic Replies Schedule	Controls start and end times and will turn off automatically.
Internal Automatic Replies	Sent to people inside the organization.
External Automatic Replies	Sent to people outside the organization.
Date Range	A scheduled time used to control when Automatic Replies start and stop.
External Senders	People outside your organization, who can receive automatic reply messages if enabled.
Default Options	<ul style="list-style-type: none"> Send replies only during a time period, then select a Start time and End time. Block my calendar for this period.
Default Options Continued	<ul style="list-style-type: none"> Automatically decline new invitations for events that occur during this period. Decline and cancel my meetings during this period.
Options for Recipients	<ul style="list-style-type: none"> Replies only to contacts. Enter a separate message for external senders.
Steps to Set Automatic Replies	<ol style="list-style-type: none"> Select File tab > Settings > Account > Automatic replies. Select default option then enter a message for replies and recipients > Save.

Unit 1 Mail Settings and Messages

Study Guide Fill-In Explanation

Topic	Explanation
The Outlook Interface	
Outlook Application	
Email	
Navigation Bar	
Steps to Customize the Navigation Bar	
Navigation Pane	
Favorites Group	
Steps to Customize Navigation Pane Folders	
Focused Pane	
Steps to Customize the Focused Pane	
Reading Pane	
Steps to Customize the Reading Pane	
Interface	
Navigation Pane	
Reading Pane	
Focused Pane	
Ribbon Tabs	
Ribbon Tabs	
Collapse the Ribbon	
File tab	
Home Tab	
View Tab	
Message Tab	
Draw Tab	
Options Tab	
Format Text Tab	
Insert Tab	
Contextual Tab	
Message Formats	

Message Format	
Compose and Reply	
HTML	
Plain Text	
Default Message Format	
Message Format Selection	
Steps to Change Default Format	
Message Fonts	
Message Fonts	
HTML Format	
Default Font Settings	
Steps to Set Default Message Fonts	
Email Signatures	
Email Signature	
Signature Options	
Reply Signature	
Steps to Create and Assign an Email Signature	
Steps to Create and Assign an Email Signature	
Reply Settings	
Reply Settings	
Reply	
Reply All	
Steps to Configure Reply Settings	
Automatic Replies	
Automatic Replies	
Automatic Replies Schedule	
Internal Automatic Replies	
External Automatic Replies	
Date Range	
External Senders	
Default Options	
Default Options Continued	

Options for Recipients	
Steps to Set Automatic Replies	

Unit 1 Mail Settings and Messages

Study Guide Fill-In Topic

Topic	Explanation
The Outlook Interface	
	An integrated app which includes email, contacts, calendars, and tasks.
	Written, digitally transmitted communication medium.
	Control hub with apps.
	Select File tab > Settings > General > Appearance . Under Navigation bar, choose to Use colorful app icons and to Show app names.
	<ul style="list-style-type: none"> The primary location with email folders. Hide using Hide navigation pane icon (three lines).
	A shortcut area including Inbox, Sent Items and Drafts for most used folders to appear.
	<ul style="list-style-type: none"> Right-click on a folder > 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.
	<ul style="list-style-type: none"> Displays the folder contents in order when selected in the Navigation pane. Use icon list to filter or sort.
	View tab > Settings group > View Settings > Mail > Layout . Under Focused Inbox, choose an option to sort messages.
	Emails selected in the Focused Pane, appear in the Reading pane.
	<ul style="list-style-type: none"> View tab > Layout group > Reading pane drop-down arrow > choose to Show on the right, Show on the bottom, Fill screen or Popout only. View tab > Settings group > View Settings > Mail > Layout > select options.
	The overall layout and design of Outlook that allows you to interact with emails, tools, and features.
	The pane that helps you move through Outlook by showing folders, mailboxes, and other main areas.
	The area where the content of a selected email is displayed so you can read it without opening a new window.
	A feature that separates important emails into the Focused inbox while placing less important messages in Other.
Ribbon Tabs	
	The tabs at the top of Outlook that organize commands and tools into related groups.
	Select the arrow in the bottom-right corner of the Ribbon to switch layouts.
	Access your account info, mailbox settings, downloads and Print options.
	Includes groups for creating new items, managing messages, responding to emails, and organizing messages with flags and categories.

	Includes settings to manage how your folders and emails are displayed, including layout, conversations and density.
	Includes tools needed when composing emails such as formatting text, attaching files, setting importance, and adding a signature.
	Use pens and highlighters to draw or annotate directly in the message body.
	Allows you to control when your email is sent, including tracking, sensitivity, encryption, and template options.
	Provides advanced formatting tools to control font styles and text alignment.
	Add items such as tables, pictures, links, Quick Parts, signatures, and polls to your email.
	A tab that appears only when needed, changing based on what task you are performing, such as composing an email.
Message Formats	
	Controls how email messages are composed and displayed.
	The Mail settings area where message formatting, fonts, signatures, and reply behavior are configured.
	Supports fonts, colors, links, images, and signatures.
	Removes all formatting from messages.
	Applies to new messages, replies, and forwards.
	Helps ensure messages appear as intended to recipients.
	<ol style="list-style-type: none"> 1. Select File tab > Settings > Mail > Compose and reply. 2. Under Message format > Compose messages in HTML or Plain text.
Message Fonts	
	The default font, size, and color used when composing email messages.
	Must be selected to apply message fonts.
	<ul style="list-style-type: none"> • Applies the same font settings when composing messages, replies or forwarding mail. • Reduces the need for manual formatting.
	<ol style="list-style-type: none"> 1. Select File tab > Settings > Mail > Compose and reply. 2. Under Message format > HTML, then select a font family, font size, and font color and Save.
Email Signatures	
	A block of text that is automatically added to email messages, typically including name and contact information.
	<ul style="list-style-type: none"> • Can include name, title, and contact information. • Multiple signatures are allowed or choose a default signature.
	Assigned to replies and forwards.
	<ol style="list-style-type: none"> 1. Select File tab > Settings > Account > Signatures > + Add signature. 2. Add a signature name, signature content, including your name, title, and contact information.
	<ol style="list-style-type: none"> 3. Adjust font style, size, color, or add links if needed.

	4. Optional: Set default for new messages or set default for replies and forwards > Save .
Reply Settings	
	Options that control how replies and forwarded messages are handled, including whether the original message is included.
	Responds only to the sender.
	Responds to the sender and all recipients.
	<ol style="list-style-type: none"> 1. Select File tab > Settings > Mail > Compose and reply. 2. Under Reply or Reply all, choose your preferred default option.
Automatic Replies	
	A feature that sends predefined responses when a user is unavailable.
	Controls start and end times and will turn off automatically.
	Sent to people inside the organization.
	Sent to people outside the organization.
	A scheduled time used to control when Automatic Replies start and stop.
	People outside your organization, who can receive automatic reply messages if enabled.
	<ul style="list-style-type: none"> • Send replies only during a time period, then select a Start time and End time. • Block my calendar for this period.
	<ul style="list-style-type: none"> • Automatically decline new invitations for events that occur during this period. • Decline and cancel my meetings during this period.
	<ul style="list-style-type: none"> • Replies only to contacts. • Enter a separate message for external senders.
	<ol style="list-style-type: none"> 1. Select File tab > Settings > Account > Automatic replies. 2. Select default option then enter a message for replies and recipients > Save.

Unit 1 Create Project

You are the Event Operations Lead at Tolano, and the company is preparing to host its annual Regional Innovation Summit. The summit will bring together sponsors, municipal partners, vendors, and internal teams. Before communications are finalized, you must configure your Outlook settings, respond to key stakeholders, manage branding materials, and properly handle contracts and attachments.

This exercise will test your ability to customize Outlook, manage professional correspondence, format messages, and work with attachments and accessibility tools.

- 1) Change the message display so the Reading Pane appears at the bottom.
 - View tab > Layout group > Reading Pane drop-down arrow > Show on the bottom
- 2) Set the default font to Arial, size 11, light blue for new messages and replies.
 - File tab > Settings > Mail > Compose and reply
 - Under Message format > Font drop-down arrow > Arial
 - Font size drop-down arrow > 11
 - Font color drop-down arrow > Light Blue > Save
- 3) Create a signature with the name "Default" and the following details and set it as default for new messages:
Sylvia Blake
Event Coordinator
Phone: 555-0199
 - File tab > Settings > Account > Signatures > + Add signature
 - In the Add a signature name field > Enter "Default"
 - In the message body > Enter "Sylvia Blake" > ENTER
 - Enter "Event Coordinator" > ENTER > Enter "Phone: 555-0199"
 - Select Set as default for new messages > Save
- 4) Change reply settings so all replies automatically use Reply All.
 - File tab > Settings > Mail > Compose and reply
 - Under Reply or Reply all > Select Reply all > Save
- 5) Schedule automatic replies for next Monday from 9:00 AM to 4:00 PM with the message: I will respond after the summit concludes.
 - File tab > Settings > Account > Automatic replies
 - Select Turn on automatic replies > Select Send replies only during a time period
 - In Start time > Enter date and 9:00 am
 - In End time > Enter date and 4:00 pm
 - In the text field > Enter "I will respond after the summit concludes." > Save
- 6) Reply to the email titled "Sponsorship Confirmation". Insert Cc and Bcc recipients: logistics@tolano.com; finance@tolano.com. Include the message: Thank you for confirming your sponsorship. We look forward to partnering at the summit.
 - In the inbox > Select the "Sponsorship Confirmation" email > Reply
 - In the Cc field > Enter "logistics@tolano.com"
 - Select Bcc > In the Bcc field > Enter "finance@tolano.com"

- In the message body > Enter "Thank you for confirming your sponsorship. We look forward to partnering at the summit."
 - Send
- 7) In a new email to jchou@tolano.com, enter the following message: Please send all marketing material to me as soon as possible. Mention @Adam and request that they review the event materials. Mark the message as High Importance.
- Home tab > New group > New drop-down arrow > Mail
 - In the To field > Enter "jchou@tolano.com"
 - In the message body > Enter "Please send all marketing material to me as soon as possible." > ENTER
 - Select SHIFT + 2 for the @ symbol > Enter "A" and select Adam from the list that appears
 - Enter "Please review the event materials."
 - Message tab > Tags group > High importance
- 8) Flag the email titled "Catering Final Quote" for next week.
- In the Inbox > Select the "Catering Final Quote" email
 - Home tab > Tags group > Flag drop-down arrow > Next week
- 9) Create a new email with the subject "Updated Event Banner." Insert the Banner.jpeg image and resize it to Medium (50%).
- Insert tab > Pictures > Select Banner.jpeg > Open
 - Picture Format tab > Arrange and size group > Size drop-down arrow > Medium 50%
- 10) Preview the attachment in the email titled "Vendor Contract Draft" without downloading it. Close the Preview window.
- In the inbox > Select the email titled " Vendor Contract Draft"
 - Select attachment > X
- 11) Download the attachment.
- Hover over attachment > More actions drop-down arrow > Download
- 12) Forward the entire email as an attachment to legal@tolano.com with the message: Please review and advise.
- More actions (three dots) > Other reply actions > Forward as attachment
 - In the To field > Enter "legal@tolano.com"
 - In the message body > Enter "Please review and advise."
- 13) Create a new email with the subject "Summit final contract". Attach the Contract.docx file. Include the following message starting with a green check emoji: Approved, and for your records.
- Home tab > New > Mail
 - Insert tab > Include group > Attach file > Browse this computer
 - Select Contract.docx > Open
 - In the message field > Insert tab > Include group > Emoji
 - Expressions pane > In the Search emojis field > Enter "check" > Select the green check > X
 - Enter the text "Approved and for your records."
- 14) Insert a hyperlink using the text "Summit Details" and link to www.tolanosummit.com.

- Insert tab > Include group > Link
- Display as > Enter "Summit Details"
- In the Web address (URL) > Enter "www.tolanosummit.com" > OK

Unit 1 Objective Assessment

- 1) Which message format supports fonts, colors, images, links, and signatures?
 - a) **HTML (correct)**
 - b) Plain Text
 - c) Text only
 - d) PDF

- 2) A friend has asked you to help them identify basic terms on the Outlook interface so they can understand message responses. Match the correct term to the description.
 - a) Reply
 - b) Reply All
 - c) Forward

Reply (correct) Responds only to the sender
Reply All (correct) Responds to the sender and all recipients
Forward (correct) Sends the message to new recipients

- 3) The default message format applies to new messages, replies, and forwards unless changed while composing.
 - **True (correct)**
 - False

- 4) Where do you change the default message format in Outlook?
 - a) Accounts > Automatic replies
 - b) Mail > Signatures
 - c) **Mail > Compose and reply (correct)**
 - d) Mail > Layout

- 5) Which message format removes all formatting from email messages?
 - a) **Plain text (correct)**
 - b) HTML
 - c) Rich Text
 - d) PDF

- 6) Which setting controls the default font family, size, and color for messages?
 - a) Message format
 - b) Reply settings
 - c) Email signature
 - d) **Message fonts (correct)**

- 7) Default message fonts can be applied when the message format is set to Plain text.
 - True
 - **False (correct)**

- 8) What information is commonly included in an email signature? (Select all that apply)
- a) **Contact details (correct)**
 - b) Meeting availability
 - c) Message format
 - d) **Name and title (correct)**
- 9) Where do you create and manage email signatures in Outlook?
- a) Mail > Compose and reply
 - b) Accounts > Automatic replies
 - c) Mail > Layout
 - d) **File tab > Settings > Accounts > Signatures (correct)**
- 10) Which option allows you to choose whether a signature is automatically added to new messages, replies, or both?
- a) **Signature assignment (correct)**
 - b) Message format
 - c) Reply settings
 - d) Automatic Replies
- 11) Fill in the blanks with the correct words.
- The **To (correct)** field is used to identify the primary recipient of an email message.
- To
 - Cc
 - Bcc
 - Subject
- 12) You can manually choose Reply or Reply all when composing a message, even if a default reply setting is configured.
- **True (correct)**
 - False
- 13) Which feature sends automatic responses when you are unavailable?
- a) Email signature
 - b) **Automatic Replies (correct)**
 - c) Message fonts
 - d) Reply settings
- 14) Which option allows Automatic Replies to turn on and off automatically?
- a) Block my calendar
 - b) Decline meetings
 - c) **Send replies only during a time period (correct)**
 - d) Send replies only to contacts
- 15) Automatic Replies can be configured with different messages for internal and external senders.
- **True (correct)**
 - False

- 16) Which setting controls whether Automatic Replies are sent to external contacts only?
- Block my calendar
 - Decline and cancel meetings
 - Reply or Reply all
 - Send replies only to contacts (correct)**
- 17) Which option is used to create a new email message in Outlook?
- New mail (correct)**
 - Reply
 - Forward
 - Message options
- 18) The Subject field describes the purpose of an email message.
- True (correct)**
 - False
- 19) Email addresses added to the Bcc field are hidden from other recipients.
- True (correct)**
 - False
- 20) Which recipient field is used to include recipients for awareness without making them the primary audience?
- Bcc
 - CC (correct)**
 - To
 - Reply All
- 21) Fill in the blanks with the correct words.
- Entering the **@ (correct)** symbol followed by a person's name creates a mention in an email message.
- @
 - %
 - !
 - #
- 22) Which feature visually highlights a person's name in a message to draw their attention?
- Mention (correct)**
 - Follow-up flag
 - Message importance
 - Reply All
- 23) Follow-up flags are primarily used to mark received messages that require action.
- True (correct)**
 - False

24) Fill in the blanks with the correct words.

A **follow-up flag (correct)** is used to mark an incoming message so it can be reviewed or acted on later.

- Follow-up flag
- Mention
- Reply
- Subject

25) Which follow-up option is commonly used to indicate a message should be reviewed the next day?

- a) Today
- b) Completed
- c) Normal
- d) **Tomorrow (correct)**

26) Which setting indicates that an email message is urgent or time-sensitive?

- a) **Follow-up flag (correct)**
- b) Mention
- c) Reply
- d) Message importance

27) Fill in the blanks with the correct words.

Selecting **High (correct)** importance adds a visual indicator to signify urgency.

- High
- None
- Normal
- Low

28) Setting a message to High importance prevents recipients from forwarding the message.

- True
- **False (correct)**

29) Where does an email remain until it is sent at the scheduled date and time?

- a) **Drafts (correct)**
- b) Inbox
- c) Sent
- d) Favorites

30) A delivery receipt confirms that the recipient has read and understood the email.

- True
- **False (correct)**

Unit 1 Key Terms

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

Hyperlink	Clickable text that directs users to a website, file, or email address.
Image	A picture or graphic inserted into the body of an email.
Interface	The overall layout and design of Outlook that allows you to interact with emails, tools, and features.
Low Importance	An email setting that indicates that a message is not time-sensitive.
Mention	A tag created by entering @ followed by a person's name to draw their attention to a message.
Message Font	The default font, size, and color used when composing email messages.
Message Format	The setting that controls how email messages are composed and displayed, such as HTML or Plain text.
Navigation Pane	The pane that helps you move through Outlook by showing folders, mailboxes, and other main areas.
New Mail	The option used to create a new email in Outlook.
Plain Text	A message format that displays messages without formatting, images, or styling.
Read Receipt	A notification sent to the sender indicating that an email was opened by the recipient, if the recipient allows it.
Reading Pane	The area where the content of a selected email is displayed so you can read it without opening a new window.
Record Video	A feature in Outlook that allows you to capture and insert a short video directly into an email message.
Reply	A response option that sends the email to the original sender only.
Reply All	A response option that sends the email to the sender and all original recipients.
Reply Settings	Options that control how replies and forwarded messages are handled, including whether the original message is included.
Resize Pictures	To reduce the file size of a picture, it uploads faster and stays under the maximum size limit.
Ribbon Tabs	The tabs at the top of Outlook that organize commands and tools into related groups.
Saving	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.
Scheduled Delivery	An Outlook option that allows you to schedule when an email is sent.
Table	A grid of rows and columns used to organize information clearly within an email.
To Field	The recipient field used for the primary audience of an email.
Undo Send	A feature that can be used to cancel an email directly after it is sent.

Unit 1: Unplugged Activities

Instructor Guide

Instructions

Below are a variety of offline activities to choose from to support learning in the unit. Choose activities to enhance learning in the classroom.

Activity 1: Word Search

With Words - Use this word search to reinforce the key terms in the unit. An answer key is provided.

With Clues - Use this word search to challenge learners to find key terms in the unit using clues. An answer key is provided.

Activity 2: Crossword Puzzle

Solve the crossword puzzle by reading clues and filling in the answer with key terms from the unit. A solution key is provided.

Activity 3: Build the Outlook Interface

Learners will identify and understand the main parts of the Outlook interface by physically assembling and labeling them.

Activity 4: Send an Email

Learners will understand the steps to create and send an email in Outlook by acting out the process.

Unit 1: Unplugged Activity

Activity 1: Word Search

With Words - Use this word search to reinforce the key terms in the unit. An answer key is provided.

With Clues - Use this word search to challenge learners to find key terms in the unit using clues. An answer key is provided.

Unit 1 Word Search with Words

Complete the following word search by finding and circling all the words in the box below the puzzle. Words can be in any direction.



- | | | | | |
|------------------|----------------|-----------------|----------------|-------------|
| ALTTEXT | MENTION | DOWNLOAD | HYPERLINK | TEMPLATE |
| ATTACHMENT | NEWMAIL | EMAILIMPORTANCE | IMAGE | VIEWOPTIONS |
| AUTOMATICREPLIES | PLAINTEXT | EMAILSIGNATURE | INTERFACE | ZOOM |
| BCC | REPLY | EMOJI | LOWIMPORTANCE | HTML |
| CONTEXTUALTAB | RESIZEPICTURES | EXTERNALSENDERS | TOFIELD | TABLE |
| DATERANGE | RIBBONTABS | FOCUSEDPANE | UNDOSEND | |
| DELIVERYRECEIPT | SAVING | FORWARD | HIGHIMPORTANCE | |

Unit 1 Word Search Solution Key

Q K H P W M O (E) I (S) A V I N G (G) Z I B (S) C T C (F)
(H) T M (L) T P T K X A Y R I Y R S V E X E C (S) O
A R L O Y K I (R) B T I C Z Y Y P I C X U E M R
I O F W L R Y J I K E Z (T) N M L F M X R Y (F) W
X A M I D Z O I T B (N) R B O P W Q V U U D O A
W Y S M L E (R) C Z O B G N E F (L) H T H L Z C R
V (D) T P Z O F E I (I) T O R A I I C G X Z (K) U (D)
W E F O (A) Y Y T P E N C N A L I E Q C N W S (I)
(D) L K R M L N N T L I T M T P S I L I G Y E M
O I (D) T G E T B L T Y) W E E A L E L (D) G K D A
W V A A (M) O K T A G E C Z R V B R N Z K H P G
N E T N X N V M E (N) L I M K F E (S) O D E D A (E)
L R E C J Z O N Z X S D X Z P A B (E) V E Z N N
O Y R (E) N T Z H F E (J) R R Y H H C E M F R (E) J
A R A H U J H B (R) U F Y (H) V N T D (E) D O G (S) H
(D) E N (A) (A) T T A C H M E N T) L F U N L Z J L B
N C G X M (E) M A I L I M P O R T A N C E) T (J) U
D E (E) C B C N I L Y D (B) C (C) M F M N N R Q (T) F
R I D H D N L L (U) N D O S E N D) Z L D W P A K
R P (H) I G H I M P O R T A N C E) R A N J B B X
Y (J) (C) O N T E X T U A L T A B) M M U S K B L O
V Z V A E X (P) L A I N T E X T) E T W F P G (E) W
(E) M A I L S I G N A T U R E) B T B Q H X W T O

Unit 1 Word Search with Clues

Complete the following word search by finding and circling the words that fit the clues below. Words can be in any direction.



Unit 1 Word Search Clues

TERM	CLUE
	A written description added to images, tables, or other visual elements so screen readers can describe the content to users who cannot view it.
	A file sent along with an email.
	A feature that sends predefined responses when a user is unavailable.
	A recipient field that hides recipient email addresses from other recipients.
	A tab that appears only when needed, changing based on what task you are performing, such as composing an email.
	A scheduled time used to control when Automatic Replies start and stop.
	A notification that confirms an email was successfully delivered to the recipient's mailbox, but not that it was opened.
	The process of transferring a file from an external source, such as an email or website, to your device.
	A setting that indicates whether an email is high or low priority.
	A block of text that is automatically added to email messages, typically including name and contact information.
	A small digital icon that adds tone, expression, or emphasis to a message.
	People outside your organization, who can receive automatic reply messages if enabled.
	A feature that separates important emails into the Focused inbox while placing less important messages in Other.
	A response option used to send an email to new recipients.
	An email setting that signals urgency to recipients.
	A message format that supports fonts, colors, links, images, and signatures.
	Clickable text that directs users to a website, file, or email address.
	A picture or graphic inserted into the body of an email.
	The overall layout and design of Outlook that allows you to interact with emails, tools, and features.
	An email setting that indicates that a message is not time-sensitive.
	A tag created by entering @ followed by a person's name to draw their attention to a message.
	The option used to create a new email in Outlook.
	A message format that displays messages without formatting, images, or styling.
	A response option that sends the email to the original sender only.
	To reduce the file size of a picture, it uploads faster and stays under the maximum size limit.
	The tabs at the top of Outlook that organize commands and tools into related groups.
	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.
	A grid of rows and columns used to organize information clearly within an email.
	The recipient field used for the primary audience of an email.
	A feature that can be used to cancel an email directly after it is sent.

Word Search with Clues Answer Key

ANSWER KEY	CLUE
ALT TEXT	A written description added to images, tables, or other visual elements so screen readers can describe the content to users who cannot view it.
ATTACHMENT	A file sent along with an email.
AUTOMATIC REPLIES	A feature that sends predefined responses when a user is unavailable.
BCC	A recipient field that hides recipient email addresses from other recipients.
CONTEXTUAL TAB	A tab that appears only when needed, changing based on what task you are performing, such as composing an email.
DATE RANGE	A scheduled time used to control when Automatic Replies start and stop.
DELIVERY RECEIPT	A notification that confirms an email was successfully delivered to the recipient's mailbox, but not that it was opened.
DOWNLOAD	The process of transferring a file from an external source, such as an email or website, to your device.
EMAIL IMPORTANCE	A setting that indicates whether an email is high or low priority.
EMAIL SIGNATURE	A block of text that is automatically added to email messages, typically including name and contact information.
EMOJI	A small digital icon that adds tone, expression, or emphasis to a message.
EXTERNAL SENDERS	People outside your organization, who can receive automatic reply messages if enabled.
FOCUSED PANE	A feature that separates important emails into the Focused inbox while placing less important messages in Other.
FORWARD	A response option used to send an email to new recipients.
HIGH IMPORTANCE	An email setting that signals urgency to recipients.
HTML	A message format that supports fonts, colors, links, images, and signatures.
HYPERLINK	Clickable text that directs users to a website, file, or email address.
IMAGE	A picture or graphic inserted into the body of an email.
INTERFACE	The overall layout and design of Outlook that allows you to interact with emails, tools, and features.
LOW IMPORTANCE	An email setting that indicates that a message is not time-sensitive.
MENTION	A tag created by entering @ followed by a person's name to draw their attention to a message.
NEW MAIL	The option used to create a new email in Outlook.
PLAIN TEXT	A message format that displays messages without formatting, images, or styling.
REPLY	A response option that sends the email to the original sender only.
RESIZE PICTURES	To reduce the file size of a picture, it uploads faster and stays under the maximum size limit.
RIBBON TABS	The tabs at the top of Outlook that organize commands and tools into related groups.
SAVING	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.
TABLE	A grid of rows and columns used to organize information clearly within an email.
TO FIELD	The recipient field used for the primary audience of an email.
UNDO SEND	A feature that can be used to cancel an email directly after it is sent.

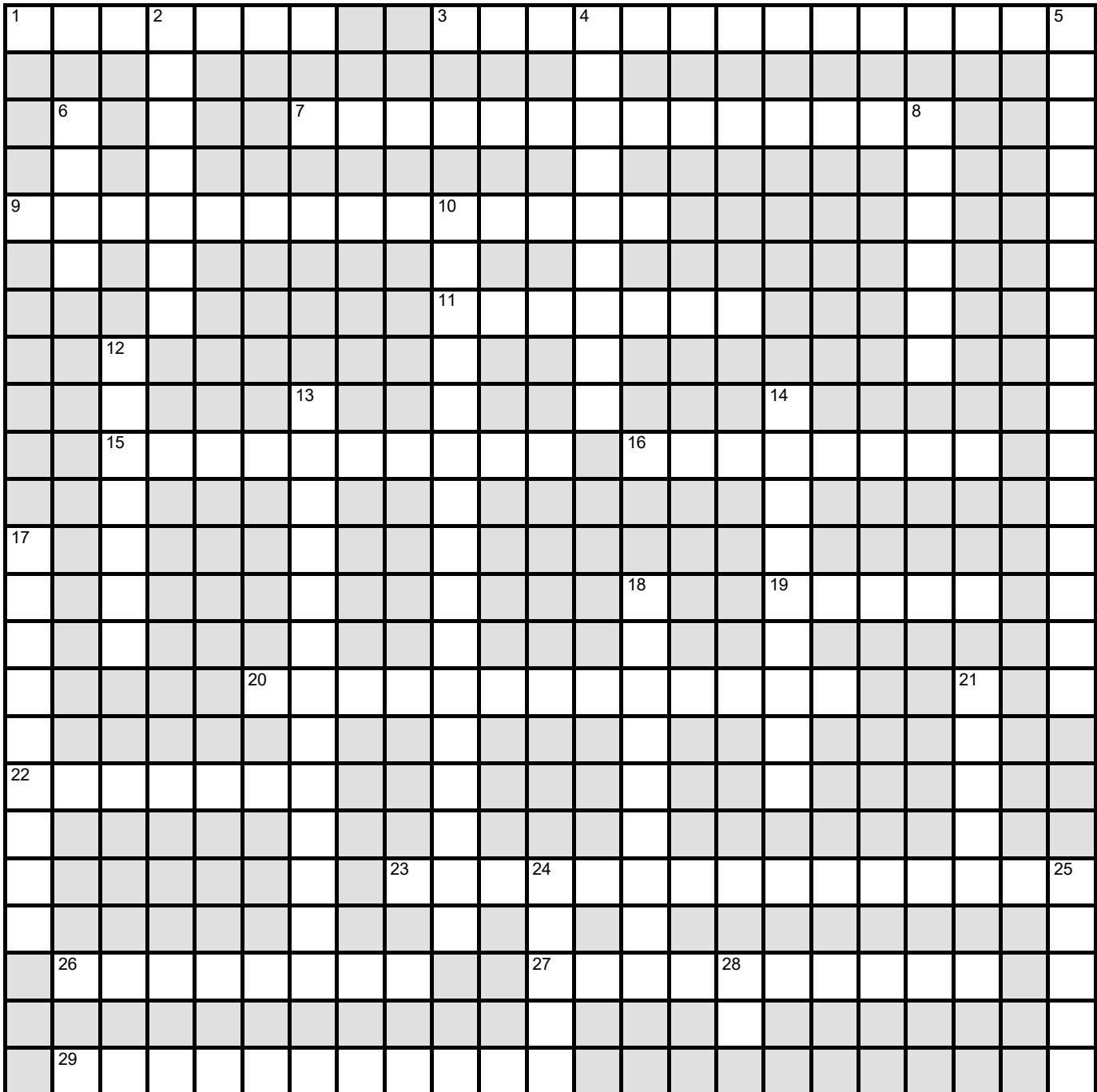
Unit 1: Unplugged Activity

Activity 2: Crossword Puzzle

Solve the crossword puzzle by reading clues and filling in the answer with key terms from the unit. An answer key is provided.

Unit 1 Crossword Puzzle

Use the clues to solve the crossword puzzle.



Unit 1 Crossword Clues

Across

- 1 The option used to create a new email in Outlook. (7)
- 3 An email setting that signals urgency to recipients. (14)
- 7 To reduce the file size of a picture, it uploads faster and stays under the maximum size limit. (14)
- 9 A block of text that is automatically added to email messages, typically including name and contact information. (14)
- 11 The recipient field used for the primary audience of an email. (7)
- 15 The tabs at the top of Outlook that organize commands and tools into related groups. (10)
- 16 The process of transferring a file from an external source, such as an email or website, to your device. (8)
- 19 A response option that sends the email to the original sender only. (5)
- 20 A tab that appears only when needed, changing based on what task you are performing, such as composing an email. (13)
- 22 A written description added to images, tables, or other visual elements so screen readers can describe the content to users who cannot view it. (7)
- 23 A notification that confirms an email was successfully delivered to the recipient's mailbox, but not that it was opened. (15)
- 26 A feature that can be used to cancel an email directly after it is sent. (8)
- 27 A file sent along with an email. (10)
- 29 A feature that separates important emails into the Focused inbox while placing less important messages in Other. (11)

Down

- 2 A tag created by entering @ followed by a person's name to draw their attention to a message. (7)
- 4 Clickable text that directs users to a website, file, or email address. (9)
- 5 A setting that indicates whether an email is high or low priority. (15)
- 6 A message format that supports fonts, colors, links, images, and signatures. (4)
- 8 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. (6)
- 10 A feature that sends predefined responses when a user is unavailable. (16)
- 12 A response option used to send an email to new recipients. (7)
- 13 An email setting that indicates that a message is not time-sensitive. (13)
- 14 The overall layout and design of Outlook that allows you to interact with emails, tools, and features. (9)
- 17 A scheduled time used to control when Automatic Replies start and stop. (9)
- 18 A message format that displays messages without formatting, images, or styling. (9)
- 21 A small digital icon that adds tone, expression, or emphasis to a message. (5)
- 24 A picture or graphic inserted into the body of an email. (5)
- 25 A grid of rows and columns used to organize information clearly within an email. (5)
- 28 A recipient field used to include others for awareness without making them the primary recipient. (2)

Unit 1 Crossword Puzzle Answer Key

¹ N	E	W	² M	A	I	L		³ H	I	G	⁴ H	I	M	P	O	R	T	A	N	C	⁵ E
			E								Y										M
	⁶ H		N			⁷ R	E	S	I	Z	E	P	I	C	T	U	R	E	⁸ S		A
	T		T								E							A			I
⁹ E	M	A	I	L	S	I	G	N	¹⁰ A	T	U	R	E					V			L
	L		O						U		L							I			I
			N						¹¹ T	O	F	I	E	L	D			N			M
		¹² F							O		N							G			P
		O			¹³ L			M			K			¹⁴ I							O
		¹⁵ R	I	B	B	O	N	T	A	B	S		¹⁶ D	O	W	N	L	O	A	D	R
		W			W			T						T							T
¹⁷ D		A			I			I						E							A
A		R			M			C				¹⁸ P		¹⁹ R	E	P	L	Y			N
T		D			P			R				L		F							C
E					²⁰ C	O	N	T	E	X	T	U	A	L	T	A	B		²¹ E		E
R					R			P				I		C					M		
²² A	L	T	T	E	X	T			L			N		E					O		
N					A			I				T							J		
G					N		²³ D	E	L	²⁴ I	V	E	R	Y	R	E	C	E	I	P	²⁵ T
E					C			S		M		X									A
	²⁶ U	N	D	O	S	E	N	D			²⁷ A	T	T	A	²⁸ C	H	M	E	N	T	B
											G				C						L
	²⁹ F	O	C	U	S	E	D	P	A	N	E										E

Unit 1: Unplugged Activity

Activity 3: Build the Outlook Interface

Objective: Learners will identify and understand the main parts of the Outlook interface by physically assembling and labeling them.

Materials:

- Printed cards or paper pieces
- Large poster paper or whiteboard
- Tape or magnets
- Printed sample emails (optional)
- Interface Cards (provided)

Instructions:

- Draw a large empty Outlook window layout on the board or poster. Example layout section:
 - Top toolbar
 - Left navigation panel
 - Center message list
 - Right reading pane
- Leave blank spaces where each interface component should go.
- Give each learner or group one Outlook Interface card.
- Learners take turns coming to the board and placing their card where they think it belongs in the Outlook interface.
- Example:
 - Inbox → Left navigation pane
 - Message List → Center area
 - Reading Pane → Right side
- After all cards are placed, review each component and discuss what it does and how users interact with it.
- Give one learner a sample email card.
- They must act out the process:
 - Email arrives in Inbox
 - Appears in Message List
 - Opens in Reading Pane
 - Learner chooses Reply or Forward

Interface Cards

Inbox

Sent Items

Drafts

Navigation Pane

Message List

Reading Pane

Search Bar

New Email Button

Reply / Reply All / Forward

Folder Pane

Unit 1: Unplugged Activity

Activity 4: Send an Email

Objective: Learners will understand the steps to create and send an email in Outlook by acting out the process.

Materials:

- Printed cards labeled To, Cc, Subject, Message Body, Send, Attachment
- Pens
- Paper template
- Small envelopes (optional)
- Email Scenario cards (example: "Email your teacher asking for homework help")

Instructions:

- Arrange desks into stations representing parts of the email process:
 - To
 - Cc
 - Subject
 - Message Body
 - Attachment
 - Send
- Give each group an email template sheet.
- Each group receives an email scenario, for example:
 - Email your teacher asking about homework.
 - Send a meeting reminder to classmates.
 - Email a friend photos from an event.
- Learners move through the stations and complete each part of the email:
 - 1 To Station - Choose the recipient
 - 2 Cc Station - Decide if someone else should receive a copy
 - 3 Subject Station - Write a clear subject line
 - 4 Message Body Station - Write the email message
 - 5 Attachment Station - Add a paper labeled as the attachment
 - 6 Send Station - Deliver the email to the teacher or another group
- Learners physically deliver their email envelope to the recipient group.
- The receiving group:
 - Reads the message
 - Decides how they would reply
- Reflection Questions:
 - Why is the subject line important?
 - When should you use Cc?
 - What makes a clear email message?
 - What happens after you click Send?

Example template:

To: _____

Cc: _____

Subject: _____

Message:

Attachment: _____
