Microsoft® Office Outlook® 2016: Part 1 (Desktop/Office 365™) [Exam 77-731]

Course Specifications

Course Number: ELK91–058_rev3.0
Course Length: 1 day

Course Description

Overview: Email has become one of the most widely used methods of communication, whether for personal or business communications. In most organizations, large or small, email is the preferred form of communicating information amongst employees. As email grows in popularity and use, most organizations have found the need to implement a corporate mail management system such as Microsoft® Office Outlook® to handle the messages and meeting invitations sent among employees.

In this course, you will use Outlook to send, receive, and manage email messages, manage your contact information, schedule appointments and meetings, create tasks and notes for yourself, and customize the Outlook interface to suit your working style.

This course is the first in a series of two Microsoft® Office Outlook® 2016 courses. It will provide you with the basic skills you need to start using Outlook 2016 to manage your email communications, contact information, calendar events, tasks, and notes.

You can also use this course to prepare for the Microsoft Office Specialist (MOS) Certification exams for Microsoft Outlook 2016.

Course Objective: In this course, you will use Outlook to manage your email communications, including composing, reading, and responding to emails; schedule appointments and meetings; manage contact information; schedule tasks and create notes; customize message response options; and organize your mail.

You will:

- Navigate Outlook 2016 to read and respond to email.
- Use the Address Book, and format and spell check new messages.
- Attach files and insert illustrations to messages.
- Customize read and response options.
- Use flags, categories, and folders to organize messages.
- Create and work with Contacts.
- Create appointments and schedule meetings in Calendar.
- Create and work with Tasks and Notes.

Target Student: This course is intended for people who have a basic understanding of Microsoft® Windows® and need to know how to use Outlook as an email client to manage their email communications, calendar appointments, contact information, and other communication tasks. In addition to creating and sending email, this course will introduce you to organizing your mail, working with attachments, formatting message text, scheduling meetings, and responding to meeting invitations.

Prerequisites: To ensure your success in this course you should have end-user skills with any current version of Windows, including being able to start and close applications, navigate basic file structures, and manage files and folders is recommended. You can obtain this level of skill and knowledge by taking either one of the following Logical Operations courses, or any similar course in general Microsoft Windows skills:

- Using Microsoft® Windows® 10
- Microsoft® Windows® 10: Transition from Windows® 7

Hardware Requirements

For this course, you will need one workstation for each student and one for the instructor. Each computer will need the following minimum hardware configurations:

- 1 GHz 32-bit or 64-bit processor
- 1 gigabyte (GB) RAM (32-bit) or 2 GB RAM (64-bit)
- 25 GB available disk space
- DirectX 10 graphics card and a 1,024 × 576 or higher resolution monitor (1,024 × 768 resolution or higher monitor recommended)
- Keyboard and mouse (or other pointing device)
- Network cards and cabling for local network access
- Internet access (contact your local network administrator)
- Printer (optional) or an installed printer driver
- Projection system to display the instructor's computer screen

Software Requirements

Software requirements for all classroom computers:

- Microsoft® Windows® 10 Professional or Enterprise
- Microsoft® Office Professional Plus 2016 (included with Office 365 Business Premium)
- Microsoft® Office 365™ licenses (Office 365 Business Premium is recommended)The Office 365 plan you use depends on the licensing available in your environment. If you wish to use a trial version for testing, Office 365 Business Premium and Office 365 Enterprise E3 are acceptable. The plan you choose must include the full, installed Office applications in order to provide access to Outlook 2016.

Course Content

Lesson 1: Getting Started with Outlook 2016

Topic A: Navigate the Outlook Interface
Topic B: Work with Messages
Topic C: Access Outlook Help

Lesson 2: Formatting Messages

Topic A: Add Message Recipients
Topic B: Check Spelling and Grammar
Topic C: Format Message Content

Lesson 3: Working with Attachments and Illustrations

Topic A: Attach Files and Items
Topic B: Add Illustrations to Messages
Topic C: Manage Automatic Message Content

Lesson 4: Customizing Message Options

Topic A: Customize Reading Options
Topic B: Track Messages
Topic C: Recall and Resend Messages

Lesson 5: Organizing Messages

Topic A: Mark Messages
Topic B: Organize Messages Using Folders

Lesson 6: Managing Your Contacts

Topic A: Create and Edit Contacts
Topic B: View and Print Contacts

Lesson 7: Working with the Calendar

Topic A: View the Calendar
Topic B: Create Appointments
Topic C: Schedule Meetings
Topic D: Print the Calendar

Lesson 8: Working with Tasks and Notes

Topic A: Create Tasks
Topic B: Create Notes

Appendix A: Microsoft Office Outlook 2016 Exam 77-731

Appendix B: Microsoft Outlook 2016 Common Keyboard Shortcuts