



# Microsoft Outlook with Exchange Server

Duration: 3 half days (9 hours)

## Objectives

In this course, you will, compose and send email, schedule appointments and meetings, manage contact information and tasks, and use notes. You will also customize your Outlook environment, Calendar, mails, folders and also track, share, assign, and quickly locate various Outlook items. You can tailor the interface by selecting views - or modifying them - to suit your needs.

## Target Audience

This course is designed for any person who needs to use Microsoft® Office Outlook to compose and send email, schedule appointments and meetings, manage contact information and tasks, and use notes.

## Prerequisite

Familiarity with the Microsoft Windows and Office environments.

## Course Outline

### Part 1: Getting started

- The program window
  - Exploring the Outlook window
  - Examining the Navigation pane
  - Accessing folders
  - Using the Advanced toolbar
  - Using the Reading pane
  - Using the To-Do bar
- Outlook Today
  - Accessing folders from Outlook Today
  - Customizing Outlook Today
- Getting help



Learning

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## Part 2: E-mail

- E-mail accounts
  - Configuring an Outlook Anywhere connection
  - Configuring a Hotmail account
  - Configuring a POP3 account
- Reading e-mail messages
  - Exploring the Inbox
  - Previewing and reading a message
- Creating and sending e-mail messages
  - Creating and sending a message
  - Working with automation features
  - Formatting a message
  - Checking a message's spelling
- Working with messages
  - Replying to a message
  - Forwarding a message
  - Resending a message
  - Saving a message as a file
  - Deleting and restoring a message
- Attachments
  - Sending and forwarding attachments
  - Compressing large image attachments
  - Previewing and saving an attachment

## Part 3: E-mail management

- Message options
  - Defining delivery options
  - Specifying a delayed e-mail delivery
  - Specifying an e-mail reply address
  - Flagging an e-mail message
  - Using delivery and read receipts
- E-mail security



- Discussing restricted messages
- Digitally signing a message
- Sending an encrypted message
- Junk e-mail
  - Adding senders to the Blocked Senders lists
  - Marking a message as not junk
  - Adding senders to the Safe Senders list
  - Changing junk e-mail options
- Search folders
  - Setting up a Search folder
  - Using a Search folder
- Printing messages
  - Customizing page setup for printing
  - Printing a message

#### Part 4: Contact management

- Managing contacts
  - Exploring the Contacts folder
  - Adding a new contact
  - Modifying a contact
  - Attaching items to a contact
  - Adding a contact from the same company
  - Viewing your contacts
- Distribution lists
  - Creating and using a distribution list
  - Modifying a distribution list
- Electronic business cards
  - Creating an electronic business card
  - Editing an electronic business card
  - Formatting an electronic business card
  - Sending an electronic business card
  - Creating a contact from an electronic business card



## Part 5: Tasks

- Working with tasks
  - Exploring the Tasks folder and the To-Do bar
  - Creating and deleting tasks
  - Editing a task
  - Adding a recurring task
  - Marking a task as completed
  - Attaching a task to a message
  - Viewing tasks
- Managing tasks
  - Assigning a task
  - Accepting and declining a task request
  - Sending a task status report
  - Tracking an assigned task



- **Part 6: Appointments and events**
  - Creating and sending appointments
    - Exploring the Calendar
    - Setting up an appointment
    - Adding a recurring appointment
    - Inserting an appointment into a message
  - Modifying appointments
    - Editing an appointment's text
    - Modifying a recurring appointment
    - Deleting and restoring an appointment
  - Calendar views
    - Exploring Day and Week views
    - Exploring Month view
    - Changing the work day times
    - Displaying multiple time zones
    - Changing your time zone
  - Events
    - Adding a multi-day event
    - Adding an annual event
    - Adding holidays to the calendar
  
- **Part 7: Meeting requests and responses**
  - Meeting requests
    - Planning a meeting
    - Creating and sending a meeting request
    - Adding a recurring meeting
    - Modifying a recurring meeting
  - Meeting request responses
    - Reading and accepting a meeting request
    - Receiving a New Time Proposed message
    - Declining a meeting request
  - Managing meeting responses
    - Reviewing meeting responses
    - Updating a meeting
    - Adding meeting attendees
    - Canceling a meeting