

Microsoft®

Outlook® 2019

Certification Guide

Courseware Exam MOS-400 ISBN 978-1-55332-477-5

Course Description

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

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

Suggested Course Length: 15-20 Hours

Course Prerequisites

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

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

About This Courseware

Course Description

Course Series

Course Prerequisites

System Requirements

Classroom Setup

Course Design

Course Objectives

Conventions and Graphics

Using the PST File in Outlook

Lesson 1: Getting Started with Email

Lesson Objectives

What Is Microsoft Outlook

Looking At the Screen

Using the Quick Access Toolbar

Using the Ribbon

Using the Navigation Pane

Customizing Mail

Customizing the View

Creating a New Message

Addressing a New Message

Entering And Formatting

Message Text

Inserting Items In Messages

Working with Attachments

Using Message Options

Reading and Viewing Messages

Checking For New Messages

Saving Messages

Dealing with Attachments

Replying

Forwarding a Message

Marking Messages As Read Or

Unread

Flagging Messages

Using the Reminders Window

Printing Messages

Lesson Summary

Review Questions

Lesson 2: Managing Email

Lesson Objectives

Using Signatures

Applying Signatures

Working with Conversations

Ignoring Conversations

Cleaning Up Conversations

Organizing Messages

Using Categories

Sorting Messages

Using Folders

Moving Messages

Deleting Messages

Archiving Messages

Automating Message Tasks

Using Quick Parts

Using Quick Steps

Managing Junk Email

Marking Messages As Junk

Emptying the Junk Email Folder

Lesson Summary

Review Questions

Lesson 3: Working with People

Lesson Objectives

Working with Contacts

Managing Address Books

Creating a New Contact

Editing Or Updating a Contact

Sharing Contacts

Deleting a Contact

Working with Contact Groups

Creating a New Contact Group

Adding Notes for the Contact

Group

Using the Contact Group

Printing Contacts

Lesson Summary

Review Questions

Lesson 4: Using the Calendar

Lesson Objectives

Scheduling Items

Changing Views

Using the Date Navigator

Creating an Appointment

Using the Calendar View

Using the Appointment Window

Creating an Appointment from

an Email

Creating a Recurring

Appointment

Scheduling Events

Sending Meeting Requests

Scheduling a Meeting

Tracking Responses to Meeting

Requests

Making Changes To Meetings

Cancelling or Deleting a Meeting

Using Meeting Notes

Customizing the Calendar Options

Working with Other Calendars

Sharing Your Calendar By Email

Publishing Your Calendar

Understanding Calendar Groups

Printing the Calendar

Lesson Summary

Review Questions

Lesson 5: Using Tasks And Notes

Lesson Objectives

Working with Tasks

Creating Tasks

Creating a Recurring Task

Tracking the Status of a Task

Marking a Task Complete

Changing the Task Status

Assigning a Task

Updating Tasks And Sending

Status Reports

Customizing Tasks

Printing Tasks

Using Notes

Changing the View

Sorting Notes

Deleting a Note

Attaching Notes

Printing Notes

Lesson Summary

Review Questions

Lesson 6: Organizing Information

Lesson Objectives

Using Search Folders

Creating a Search Folder

Using the Search Feature

Using Rules

Creating Rules

Modifying Rules

Sending Automatic Replies

Working with Data Files

Setting Up a Mail Account

Adding a PST Data Files

Managing Multiple Accounts

Exporting to a Data File

Delegating Access

Lesson Summary

Review Questions

Appendices

Appendix A: Courseware Mapping

Appendix B: Glossary of Terms

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