

Microsoft®

Outlook 2013

Certification Guide

Courseware 3252 Exam 77-423 ISBN 978-1-55332-397-6

Course Description

This *Microsoft® Outlook 2013 Certification Guide* teaches the information worker how to use the various elements such as Mail, Calendar or Contacts to coordinate communications and collaborations 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 Office Specialist Outlook 2013 Exam #77-423. 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 further job opportunities in their careers.

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.

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

Courseware Description
 Course Design
 Course Objectives
 Conventions and Graphics
Lesson 1: Getting Started with Email
 Lesson Objectives
 Looking at the Screen
 Using the Quick Access Toolbar
 Using the Ribbon
 Using the Navigation Pane
 Creating a New Message
 Addressing a New Message
 Entering and Formatting Message Text
 Inserting Items in Messages
 Sending the Message
 Working with Attachments
 Using Message Options
 Reading and Viewing Messages
 Checking for New Messages
 Using the Reading Pane
 Saving Messages
 Saving Attachments
 Replying to a Message
 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
 Automating Message Tasks
 Using Quick Parts
 Using Quick Steps
 Managing Junk E-mail
 Marking Messages as Junk
 Emptying the Junk E-mail 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
 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 E-mail
 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 E-mail
 Publishing your Calendar
 Understanding Calendar Groups
 Adding a Calendar to your Calendar
 Printing the Calendar
 Lesson Summary
 Review Questions

Lesson 5: Using Tasks, Notes and the Journal
 Lesson Objectives
 Working with Tasks
 Creating Tasks
 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
 Attaching Notes to Contacts
 Customizing Notes
 Printing Notes
 Using the Journal
 Lesson Summary
 Review Questions
Lesson 6: Organizing Information
 Lesson Objectives
 Using Search
 Creating a Search Folder
 Using the Search Feature
 Using Rules
 Creating Rules
 Modifying Rules
 Sending Automatic Replies
 Working with Data Files
 Managing Multiple Accounts
 Customizing Outlook
 Customizing Mail
 Delegating Access
 Lesson Summary
 Review Questions
Appendices
 Appendix A: Courseware Mapping
 Appendix B: Glossary of Terms
 Appendix C: Index