

## MICROSOFT OUTLOOK FOR OFFICE 365 – PART 1

### COURSE SPECIFICATIONS

<b>Course Code:</b>	MS-OUT-P1
<b>Course No:</b>	ELK91–139_rev1.1
<b>Course Length:</b>	2 Days
<b>CertiPort Exam No:</b>	MO-400

### COURSE DESCRIPTION

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 among employees. As email grows in popularity and use, most organizations have found the need to implement a corporate mail management system such as Microsoft 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 Outlook for Office 365* courses. It will provide you with the basic skills you need to start using Outlook to manage your email communications, contact information, calendar events, tasks, and notes.

**NOTE:** *Most Office 365 users perform most of their daily tasks using the desktop version of the Office software, so that is the focus of this training. The course material will also enable you to access and effectively utilize many web-based resources provided with your Office 365 subscription. This includes brief coverage of key skills for using Excel Online and OneDrive. Helpful notes throughout the material alert you to cases where the online version of the application may function differently from the primary, desktop version.*

### TARGET AUDIENCE

This course is intended for those with a basic understanding of Microsoft Windows and who need to know how to use Outlook as an email client to manage their email communications, calendar events, contact information, and other communication tasks.

### PRE-REQUISITES

To ensure your success in this course, you should have end-user skills with any *current* version of Windows, including being able to start programs, switch between programs, locate saved files, close programs, and use a browser to access websites.

### HARDWARE REQUIREMENTS

For this course, you will need one computer for each candidate. **For classroom-based training, each computer will need the following *minimum* hardware configurations:**

- 1 gigahertz (GHz) 64-bit (x64) processor.
- 4 gigabytes (GB) of Random Access Memory (RAM).
- 32 GB available storage space.
- Monitor capable of a screen resolution of at least 1280 × 1024 pixels, at least a 256-color display, and a video adapter with at least 4 MB of memory.
- Keyboard and mouse (or another pointing device).
- Fast Ethernet (100 Mb/s) adapter or faster and cabling to connect to the classroom network.
- IP addresses that do not conflict with other portions of your network.
- Internet access (contact your local network administrator).

#### For virtual online training:

- The above-mentioned hardware requirements, also including, if possible, an extra monitor to follow the trainer with ease of access.
- Microphone and speakers or headset.

## SOFTWARE REQUIREMENTS

### For both classroom-based and virtual online training:

- Microsoft Windows 10 or 11.
- Microsoft 365 license (which provides the Microsoft Office apps).

### For virtual online training:

- A Microsoft Team account.  
**NOTE:** *You don't need an account, as you can join a session as a guest, but it will be beneficial to you as it will give you more options and a better sharing experience.*

## COURSE OBJECTIVES

In this course, you will use Outlook to compose and handle your email communications and manage your calendar, contacts, and tasks. You will:

- Navigate Outlook to read and respond to email.
- Use the Address Book and format and spell check new messages.
- Attach files to and insert illustrations in 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 the calendar.
- Create and work with tasks and other apps.

## LEARNING OUTLINE

1. Getting Started with Outlook
  - a. Navigate the Outlook Interface
  - b. Work with Messages
  - c. Access Outlook Help
  - d. Navigate Outlook on the Web
2. Formatting Messages
  - a. Add Message Recipients
  - b. Check Spelling and Grammar
  - c. Format Message Content
3. Working with Attachments and Illustrations
  - a. Attach Files and Items
  - b. Add Illustrations to Messages
  - c. Manage Automatic Message Content
4. Customizing Message Options
  - a. Customize Reading Options
  - b. Track Messages
  - c. Recall and Resend Messages

5. Organizing Messages
  - a. Mark Messages
  - b. Organize Messages Using Folders
6. Managing Contacts
  - a. Create and Edit Contacts
  - b. View and Print Contacts
7. Working with the Calendar
  - a. View the Calendar
  - b. Create Appointments
  - c. Schedule Meetings
  - d. Print the Calendar
8. Working with Tasks and Other Apps
  - a. Create Tasks
  - b. Work with Other Apps

## ASSESSMENTS

*Formative* assessments in the form of a knowledge questionnaire as well as minor projects will take place during the course. *Summative* assessments will be conducted at the end of the course in the form of a practical/theoretical test.

If a candidate does not wish to write a summative assessment, a OneTrust Training Solutions certificate that indicates *Attendance* will be provided.

## MERSETA TRAINING PROVIDER

OneTrust Training Solutions has received full accreditation as a **merSETA Training Provider**. (Certification number: 17-QA/ACC/2313/21.)

We are in the process of extending our scope of accreditation for most of our individual training courses and skills programmes. Successful participants will receive a *OneTrust Training Solutions* certificate for the relevant courses.

## MICROSOFT CERTIFICATION

Microsoft Office certifications gives candidates a professional edge by providing globally recognized industry endorsed evidence of skills mastery, demonstrating your abilities and willingness to embrace new technologies. Workers can prove their skills and proficiency with Microsoft computer programs by earning the Microsoft Office Specialist (MOS) certification. Individuals can elect to earn certification in one or more Microsoft programs, such as Word, Excel, or PowerPoint.

This course is part of a **2-part-series** that covers the Microsoft Office Specialist Program exam objectives to help you prepare for the **Microsoft Outlook (Microsoft 365 Apps and Office 2019): Exam MO-400** certification exam.

Microsoft Office Specialist is an internationally recognised qualification available in more than 160 countries around the world. Microsoft Office Specialist certification is the only official Microsoft-recognized certification for Microsoft Office globally.

## CONTACT DETAILS

Further enquiries may be directed to:

### ONETRUST TRAINING SOLUTIONS (PTY) LTD

Vanderbijlpark | South Africa

**Tel:** +27 16 982 1651

**Cell:** +27 83 565 0915

**Email:** [admin@otts.co.za](mailto:admin@otts.co.za)