Getting Started with Outlook
version 2016/2013/2010
remote TOSA® certification optional

Hands-on course of 1 day - 7h
Ref.: LMO - Price 2024: €450 (excl. taxes)

This course will give you an introduction to all the tools offered by Outlook. You'll learn how to manage your contacts and mail efficiently, and how to organize your appointments and plan your various activities. You will be able to validate your skills with the optional TOSA® certification.

EDUCATIONAL OBJECTIVES
At the end of the training, the trainee will be able to:

Understand and get familiar with the Outlook environment

Send mail, know how to configure and customize it

Manage the receipt, sorting and archiving of your mail

Use the rules and advanced settings of your email

Manage your tasks, calendar and contacts.

TEACHING METHODS

Active learning based on examples, demonstrations, experience-sharing, real cases, and an evaluation of what was learned from the training.

EXERCISE

Discussions, experience-sharing, demonstrations, tutorials, and real cases.

THE PROGRAMME
last updated: 10/2022

1) Understanding and configuring Outlook options
- Identifying the differences between each version: Outlook 2016/2013/2010.
- Interface and work area.
- Customize Outlook, views.
- The new navigation bar.
- Distinguish between message and email options.
Hands-on work : Learn about and register for the TOSA® certification option. Demonstrating the tool and how to navigate through the folders. Browsing the basic options.

2) Managing the sending and receiving of mail
- Composing and formating a message.
- Using address auto-complete.
- Setting the options of a message and its signature.
- Inserting an attachment, signature, item or object.
- Symbols in the inbox.
- Replying and forwarding directly from the Reading Pane.
- Sorting by sender, by category. Creating a personal folder and managing the order of the folders.
- Copying, moving, archiving, and deleting messages. Using search tools.
Hands-on work : Creating a message, inserting an attachment and a signature. Replying and forwarding a message. Using the "quick search" bar and the search folders.

3) Advanced email management

- Creating automatic message handling rules.
- Using tracking indicators and color coding.
- Automatic replies with targeted messages.
- Cleaning out the mailbox.
- QuickSteps functions.
- Sharing an email folder.

Hands-on work : Implementing automatic replies. Conditional formatting of messages.

4) Managing your calendar, contacts, tasks and notes

- Customizing the calendar display.
- Creating an appointment, set its recurring time.
- Moving, deleting, or editing the duration of an appointment.
- Organizing a meeting, checking the participants' availability.
- Sharing a calendar.
- Creating and managing contacts.
- Developing and assigning a task.

Hands-on work : Hands-on work

DATES

REMOTE CLASS
2025 : 14 Feb, 23 May, 17 Sep,
22 Dec