# Outlook Level 1 – Course Outline

## Overview

In this course, you will use Outlook to manage your email communications, including composing, reading, and responding to emails; schedule appointments and meetings; manage contact information; schedule tasks and create notes; customise message response options; and organise your mail.

Delegates will learn how to:

- ✓ Familiarise themselves with the Outlook interface
- ✓ Compose email messages by using Outlook
- ✓ Send and receive email messages
- ✓ Organise email messages
- ✓ Manage their calendar and contacts using Outlook
- ✓ Work with tasks and notes
- ✓ Customise Outlook

## Course Outline

### Unit 1: Getting Started

- ➢ Navigate the Outlook Interface
- ➢ Perform Basic Email Functions
- ➢ Use Outlook Help

### Unit 2: Composing Messages

- ➢ Create an Email Message
- ➢ Check Spelling and Grammar
- ➢ Format Message Content
- ➢ Attach Files and Items
- ➢ Enhance an Email Message
- ➢ Manage Automatic Message Content

### Unit 3: Reading and Responding to Messages

- ➢ Customise Reading Options
- ➢ Work with Attachments
- ➢ Create a Signature
- ➢ Manage Your Message Responses

### Unit 4: Managing Your Messages

- ➢ Manage Messages Using Tags, Flags, and Commands
- ➢ Organise Messages Using Folders

### Unit 5: Managing Your Calendar

- ➢ View the Calendar
- ➢ Manage Appointments
- ➢ Manage Meetings
- ➢ Print Your Calendar

### Unit 6: Managing Your Contacts

- ➢ Create and Update Contacts
- ➢ View and Organise Contacts

### Unit 7: Working with Tasks and Notes

- ➢ Manage Tasks
- ➢ Manage Notes

Course duration: one day