



Microsoft Office Outlook 2013 Courses 8 Hours

COURSE OUTLINES

A FIRST LOOK AT OUTLOOK 2013

Starting outlook 2013
The Microsoft outlook 2013 screen
Help in outlook 2013
Printing help sheets
Microsoft outlook navigation pane
Microsoft outlook ribbon
Closing outlook

TERMINOLOGY & CONCEPTS

What is email?
The structure of an email address
The advantages of using email
SMS (Short Message Service)
Voice over internet protocol (VOIP)
Instant messaging
Online (virtual) communities
Social networking websites
Internet forums
Chat rooms
Online computer games

SECURITY ISSUES

Spam
Viruses
Phishing
Digital signatures

SENDING MESSAGES

Creating and sending your first email
Checking that your email was sent
Sending emails to more than one person
Receiving and reading emails
Sending a copy of a message to another address
What is a blind carbon copy?
Sending a copy of a message to another address using blind carbon copy (bcc)
Think about the message subject – short and descriptive



Spell checking your messages

Attaching a file to a message

Deleting an attached file

Issues when sending file attachments

Setting message importance

Setting message sensitivity

Saving a draft copy of an email

RECEIVING, READING AND REPLYING TO MESSAGES

The inbox folder

Opening the inbox folder

The inbox screen

Selecting a message

Reading a message

Switching between open message windows

Forwarding a message

Opening or saving an attached file

Replying to the sender of a message

Replying to the sender and all recipients of a message

Setting message reply options so that the original message is inserted, or not inserted

Printing a message

Printing options

MANIPULATING TEXT AND FILES

Selecting a word within the message window

Selecting a line within the message window

Selecting a paragraph within the message window

Selecting all text within the message window

Selecting text using the mouse

Copying text to the clipboard from a message

Pasting text from the clipboard into a message

Copying text from one message to another

Cutting text to the clipboard from a message

Moving text from one message to another

Deleting text in a message

Deleting text to the left of the insertion point

Deleting text to the right of the insertion point

PEOPLE AND CONTACTS

What are people contacts?

Opening the people folder

Creating a contact

Adding the sender of a message to your contacts list



Addressing an email to a contact
Deleting a contact
What is a contact group?
Creating a new contact group
Adding an email address to a customised contact group
Removing an email address from a contact list
Sending an email to an entire contact group list

ORGANISING MAIL

Searching for a particular email message
Searching for messages by sender, subject or content
Creating a new mail folder
Moving a message to a different folder
Deleting a mail folder
Sorting the contents of the inbox
Deleting a message
Opening the 'deleted items' folder
Restoring a message from the 'deleted items' folder
Emptying the 'deleted items' folder
Automatically emptying the 'deleted items' folder when you exit outlook
Flagging a message
Removing a flag mark from a mail message
Marking a message as unread
Marking a message as read

ENGO SOFT

