



CONTINUING EDUCATION

Course Outline

Microsoft Outlook 2019

Email is one of the most widely used methods of personal and business communication. Microsoft Outlook is a mail management system that is utilized to accomplish basic workplace and personal tasks. Topics in this course include creating and sending email; adding signatures to email messages; managing contacts and using contact groups; scheduling appointments and meetings; using the calendar; and customizing Outlook.

Who Should Take This Course?

You will benefit most from this course if you want to accomplish basic workplace or personal tasks in Outlook 2019.

Course Objectives

- Opening and interacting with Outlook
- Navigating and viewing Outlook's different areas
- Creating email messages
- Acting on received email messages
- Adding content to email messages
- Using signatures
- Storing information about people using contacts
- Using contact groups
- Tracking your work using tasks
- Managing existing tasks
- Assigning tasks to others
- Managing your calendar using appointments
- Scheduling meetings with other people
- Navigating the calendar
- Customization options for the ribbon
- Changing interface options
- Managing your messages using Quick Steps

Course Info

- Length: 7 hours
- Format: Classroom instruction, demonstration and practice
- Prerequisite: Basic computer skills including Microsoft Windows proficiency

Course Content

Getting Around

- About Outlook
- Opening Outlook
- Using the ribbon and Backstage view
- Navigating using the Navigation pane

Viewing Outlook Items

- Previewing messages
- Opening Outlook items
- Changing list views
- Using Instant Search

Creating Messages

- Creating a message
- Formatting message text
- Checking message spelling

Acting on Messages

- Replying to a message
- Forwarding a message
- Printing a message
- Deleting a message
- Marking messages as read or unread

Adding Content

- Inserting content into a message
- Attaching files to a message

Signatures

- Creating a signature
- Editing a signature
- Managing multiple signatures

Managing Contacts

- About contacts
- Creating and updating contacts
- Forwarding contacts
- Printing contact listings
- Using electronic business cards

Using Contact Groups

- Creating contact groups
- Editing contact groups
- Deleting contact groups

Creating Tasks

- About task views
- Creating tasks
- Editing tasks

Managing Tasks

- Completing tasks
- Deleting tasks
- Moving and copying tasks between folders
- Printing tasks and task lists
- Creating recurring tasks

Assigning Tasks

- Assigning tasks
- Accepting or rejecting a task assignment
- Sending a status report for an assigned task

Appointments

- Adding appointments and events
- Setting appointment details
- Forwarding appointments
- Printing appointments
- Creating recurring appointments

Meetings

- Requesting a meeting
- Meeting reply options
- Modifying a meeting request
- Contacting meeting attendees

Using the Calendar

- About calendar views
- Navigating the calendar
- Changing calendar options
- Printing the calendar

Customizing the Ribbon

- Changing how the ribbon is displayed
- Rearranging the ribbon
- Adding custom tabs and groups
- Customizing the Quick Access toolbar

Customizing Outlook

- Customizing the Outlook interface
- Setting language options
- Changing Outlook program options

Assessment /Evaluation

This course is not assigned a letter or numerical grade. However, in some cases, skill assessments may be administered during the course to gauge progress and comprehension.

Course Completion/Continuing Education Unit (CEU) Letter

If your company requires proof of course completion, or if you would like to have proof for your own records, you may request a Course Completion/Continuing Education Unit (CEU) letter **after the final**

session of your course. You must attend* 80 percent of the course (or 100 percent of a single-day course) to qualify for the letter. You can [request a Course Completion/CEU letter online.](#)

Certificates of Completion for Certificate Programs

To receive a Certificate of Completion for the Microsoft Office Essentials Certificate, you must take all five required courses, and *attend 100 percent of each course. If you complete a certificate program by taking courses individually (not through a series), you can [request a Certificate of Completion online.](#)

*Attendance for CEU letters and certificate programs is verified via the sign-in sheets provided at each class session. It is your responsibility to sign-in.

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The accommodations authorized on your forms should be discussed with your instructor. All discussions will remain confidential. Accommodations are not provided retroactively, so it is essential to discuss your needs at the beginning of the quarter. Additionally, only accommodations approved by Disability Support Services will be provided. This syllabus is available in alternate formats upon request. Green River College is an equal opportunity educator and employer. Learn more at www.greenriver.edu/accessibility.