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TAN DUC INFORMATION TECHNOLOGY SCHOOL JSC

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Microsoft Outlook 2013

Duration: 2 days

COURSE OUTLINE

PART 1 Get started

Chapter 1 Get started with Outlook 2013

In this chapter, you'll get an overview of the new features in Outlook 2013 to help you identify changes if you are upgrading from a previous version. Then you'll configure Outlook to connect to one or more email accounts, and explore the program's user interface. Finally, you'll learn how to get help with the program.

- Identify new features of Outlook 2013.
- Connect to email accounts.
- Troubleshoot connection problems.
- Work in the Outlook 2013 user interface.
- Get help with Outlook 2013.

Chapter 2 Explore Outlook 2013

In this chapter, you'll learn about the features and tools available in Outlook program window. Then you'll explore item window features in message window, calendar item window, contact record window, and task window.

- Working in the Outlook program window
- Work in the Mail module.
- Work in the Calendar module.
- Work in the People module.
- Work in the Tasks module.

Chapter 3 Send and receive email messages

This chapter guides you through procedures related to creating, sending, and displaying messages and message attachments; displaying message participant information; and responding to messages.

- Create and send messages.
- Attach external content to messages.
- View messages and message attachments.
- View message participant information.
- Respond to messages.

Chapter 4 Store and access contact information

This chapter guides you through procedures related to saving and updating contact information, communicating with contacts, displaying different views of contact records, and printing contact records.

- Save and update contact information
- Communicate with contacts
- Display different views of contact records

- Print contact records

Chapter 5 Manage scheduling

This chapter guides you through procedures related to scheduling and changing appointments, events, and meetings; responding to meeting requests; and displaying different views of a calendar.

- Schedule and change appointments
- Schedule and change events
- Scheduling meetings
- Respond to meeting requests
- Display different views of a calendar

Chapter 6 Track tasks

This chapter guides you through procedures related to creating tasks, managing tasks, managing task assignments, and displaying different views of tasks.

- Create tasks
- Update tasks
- Remove tasks and flagged items from task lists
- Manage task assignments
- Display different views of tasks

PART 2 Content management

Chapter 7 Organize your Inbox

In this chapter, you'll work with Conversation view to locate unique and redundant messages in a related series of messages. You'll display the messages in your inbox in a variety of arrangements and organize messages by assigning color categories and by moving them to folders. You'll work with the built-in Quick Steps. You'll filter and find messages by using the Search feature, and use Search Folders. Finally, you'll preview, print, and delete messages.

- Work with Conversation view.
- Arrange messages in different ways.
- Organize items by using color categories.
- Organize messages in folders.
- Manage messages by using Quick Steps.
- Quickly locate messages.
- Print messages.

Chapter 8 Manage your calendar

In this chapter, you'll define your worktime and learn how to configure Outlook for use in multiple time zones. You'll examine the different types of secondary calendars, and experiment with the different ways you can display and switch among multiple calendars. You'll also share selected calendar information by embedding it in an email message. Finally, you'll print daily and monthly calendars.

- Define your available time
- Configure time zones
- Work with multiple calendars.
- Share calendar information.
- Print a calendar.

Chapter 9 Manage contact records

In this chapter, you'll first organize the contact records associated with this book into individual address book. You'll import a fresh set of contact records into the custom address book, and then export a subset of the records. Then you'll create a contact group and send a message to a subset of the group. You'll locate specific contact records by using the Search feature and the commands available on the new Search tool tab. Finally, you'll personalize the content of an electronic business card.

- Create address books.
- Import and export contact records.
- Create contact groups.
- Quickly locate contact information.
- Personalize electronic business cards.

Chapter 10 Enhance message content

In this chapter, you'll first review formatting techniques, set default fonts for new messages and message response, and create an email signature that's automatically included in all new messages. Then you'll insert and modify pictures, clip art, and shapes, and use the Screenshot and Screen Clipping tools to capture images of content displayed on your screen. You'll create and format graphical representations of business information and data. Finally, you'll learn about the message settings and delivery options you can set for outgoing messages.

- Personalize the appearance of message text.
- Insert and modify images.
- Create and format business graphics.
- Change message settings and delivery options.

PART 3 Program management

Chapter 11 Customize Outlook

In this chapter, you'll first customize the primary program window panes. Next, you'll configure Office and Outlook settings to meet your needs. Then you'll change the commands that appear on the Quick Access Toolbar and on the ribbon. Finally, you'll learn how to work with add-ins.

- Personalize the Outlook program window.
- Configure Office and Outlook options
- Customize the Quick Access Toolbar.
- Customize the ribbon.
- Manage add-ins

Chapter 12 Manage email settings

In this chapter, you'll create a custom Quick Step to manually process messages in your Inbox, automatically process incoming messages by using rules, and set up the Junk E-mail Filter to help manage unwanted messages. Then you'll learn about ways to help secure your email communications.

- Create and manage Quick Steps.
- Create rules to process messages.
- Block unwanted messages.
- Increase email security.

Chapter 13 Work remotely

In this chapter, you'll first configure Cached Exchange Mode so you can work offline in Outlook with a variety of items. You'll learn ways of working efficiently with Outlook items while you have a slow Internet connection. Then you'll set up automatic replies. Finally, you'll connect SharePoint document libraries, lists, and calendars to Outlook.

- Work with Outlook items while offline
- Manage download options for slow connections.
- Automatically reply to messages.
- Work with SharePoint site content.