

## Microsoft Outlook 2013 – Level 1

This course is designed to help students learn the basic features of Outlook and use them to create and manage email messages, contacts, appointments, meetings and tasks. Microsoft Office 2013 will be used in this course.

- Identify elements of the Outlook environment; use and customize Outlook Today
- Read, create, and send email messages; reply to, format, and check spelling in messages; forward, delete, and restore messages; work with attachments; and print messages
- Set delivery options for messages; flag messages; request a read receipt; use and create views for your mail; arrange, sort, and filter messages; use Instant Search to quickly search the current folder; and specify settings for controlling junk email
- Use Contacts to add, modify, and organize business and personal contacts; use different views to show contact details; customize an electronic business card; manage and use address books; and create contact groups.
- Use the Tasks folder to add, edit, and mark tasks; assign tasks; accept or decline a task request; send an update; and track an assigned task
- Use the Calendar to create single and recurring appointments; change and delete appointments; add events and holidays to the Calendar; and change views
- Use the Calendar to schedule meetings; read and respond to meeting requests; reserve resources; manage meeting responses; and update and cancel meetings

Prerequisites: Prior experience with Microsoft Windows

*Cost: \$159.00 per person (7 hour class)*  
Textbook included

***Grant Funding Available***  
*(Call for details prior to registration)*

For additional information, please contact  
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## Microsoft Outlook 2013 – Level 2

This course is designed to help students learn how to customize Outlook, learn advanced techniques for organizing their mailbox, and share Outlook content. Microsoft Office 2013 will be used in this course.

- Customize the Outlook environment; set general Outlook options; create and use Quick Steps to automate commonly used actions; and create Folder pane shortcuts and customize the Navigation bar
- Customize messages by applying themes, stationery, fonts, and email options; create and use signatures and use an electronic business card as a signature; use voting buttons in messages; and use Automatic Replies to set up out-of-office notices
- Use the Rules Wizard to set message rules; manage the mailbox by deleting old and unneeded messages and the contents of automatic folders; compact the mailbox; and archive messages to local files and the archive mailbox
- Create a folder to organize a mailbox; Use Instant Search and advanced searches to search your Inbox, all mail folders, Contacts, Calendar, and Tasks; use filters to find messages that meet certain criteria; and create and use categories to group messages, contacts, appointments, meetings, and tasks
- Create notes to save ideas and information for later reference; forward and print notes; and create and edit journal entries
- Share and delegate access to their calendar; share and export contacts with others; subscribe to RSS news feeds; and read articles within a feed

Prerequisites: Prior experience with Microsoft Outlook 2013 – Level 1

*Cost: \$159.00 per person (7 hour class)  
Textbook included*

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