



Outlook 2019 Level 1 Course Content

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Course Objectives:

- Explore the Outlook 2019 Environment, create customized notes, subscribe to RSS feeds, and learn to use Help.
- Communicate with electronic mail quickly and easily.
- Manage contact information and track communications.
- Address, distribute, file, sort, find, and manage messages efficiently.
- Record, prioritize, and track tasks.
- Schedule and manage appointments efficiently.

This course is intended for people who have a basic understanding of Microsoft Windows and want or need to know how to use Outlook as an email client on their Desktop to manage their communications, calendar events, contact information, and other communication tasks.

Course Content:

Understanding the Outlook Environment	Outlook Concepts / Getting Started Working in Outlook Creating and Customizing notes Working with RSS Feeds Using Outlook Help
Communicating with E-Mail Messages	Creating and Sending Messages Replying to / Forwarding / Deleting Messages
Working with Contacts	Managing Contacts Tracking Communications in the Journal
Managing Messages	Creating Contact Groups Organizing, Sorting, and Finding Messages Managing Junk E-Mail
Managing Tasks	Creating, Editing, and Deleting Tasks Organizing and Tracking Tasks
Scheduling and Managing Appointments	Scheduling Appointments Managing Appointments Calendar Options
Managing Meetings	Scheduling Meetings Rescheduling and Cancelling Meetings
Printing Outlook Items	Selecting Print Styles and Printing Messages Printing Schedules and Contact Lists