Ref : EB13-510

Outlook 2019

Make good use of your messaging system

Aim

Discover Outlook and master all its features. From the essential to the advanced commands, this training programme, organised by topic, will make it possible for you to communicate efficiently and organise your activities.

Target audience	**Level required**	**Estimated time** to complete the essential modules
Any user who wishes to discover or deepen their knowledge of Outlook's features.	No prior knowledge of Outlook is necessary. However, some use of the software may make it possible to progress faster.	05h 40min

Course content

‣ **The essential modules**

Outlook 2019 – Messages and contacts

MEDIAplus eLearning

This module offers interactive training consisting of 29 training videos, 29 exercises and 3 additional resources.

Working with messages
- You need to know: About your e-mail application
- Reading messages
- You need to know: Text made easy
- Creating and sending messages
- You need to know: Formatting characters
- Managing text in a message
- Spellchecker
- Attaching files to a message
- Managing items attached to a received message
- Replying to a message
- Forwarding a message
- Printing messages
- Deleting a message
- Managing outgoing messages
- Message tracking options
- Message follow-up flags
- Adding a signature to a message
- Message templates or forms
- Recalling and resending a message

Working with the e-mail application
- Finding messages
- Sorting, grouping and filtering messages
- Managing mail when absent
- Creating rules
- Managing rules

- Archiving messages
- Managing junk e-mail

Working with contacts
- Recipients from an address book
- Outlook contacts
- Contact groups
- Sorting and grouping contacts
- Sending a contact by e-mail
- Electronic business cards

Outlook 2019 – Calendar, Tasks and Notes

MEDIAplus
eLearning

This module offers interactive training consisting of 13 training videos and 13 exercises.

Working with the calendar
- Outlook's calendar
- Creating an appointment or event
- Recurring appointments or events
- Managing meetings
- Customising the calendar
- Printing the calendar and calendar items
- Personalising print styles
- Calendar groups
- Sharing calendars

Working with tasks and notes
- Creating tasks
- Creating a note
- Managing tasks
- Managing notes

Outlook 2019 – Outlook environment

MEDIAplus
eLearning

This module offers interactive training consisting of 17 training videos, 17 exercises and 6 additional resources.

Outlook environment
- E-mail working environment
- Using the reminders window
- Managing categories
- Using help
- You need to know: Selecting, copying, moving
- Quick steps
- Managing Conversation view
- Customising views
- Managing general e-mail options
- Recording an item in the journal
- You need to know: Customising the ribbon
- You need to know: Internet
- You need to know: Viruses
- You need to know: Best practice with an e-mail application
- You need to know: Outlook online

www.eni-elearning.com

Working with folders
- Managing panes and folders
- Managing folders
- Search folders
- Optimising the mailbox's size
- Exporting and importing folders
- Managing a data file
- Moving or copying items
- Sharing a folder

▸ Complementary material

Outlook (2019 and Office 365 versions) - Reference Book

<table>
<tr><td>📖
Online book</td><td>This module includes digital course material.</td></tr>
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