



Outlook 2019-2021 for Users

Module 1: The Outlook 2019 Interface

- Overview of the Outlook Interface
- The Ribbon
- Tabs, Groups, and Commands on the Ribbon
- The Backstage View

Module 2: Performing Popular Tasks in Outlook 2019

- Setting Up an Email Account
- Open Email Messages
- Reply to and Forward Email Messages
- Preview and Save an Attachment
- Print a Message
- Delete a Message
- Save a Message in an Alternate Format
- Delegate Access
- Customize the Navigation Pane

Module 3: Working with Messages

- Compose a Message
- Add an Attachment
- Add Voting Options
- Check Spelling and Grammar
- Format Text
- Use Microsoft Word to Edit Messages
- Insert a Hyperlink or Image to a Message
- Send a Message

Module 4: Working with the Calendar

- Change Your Calendar View
- Set Up Availability Status
- Print Your Schedule



- Share Your Calendar
- Schedule a Meeting
- Make Updates to Meetings
- Cancel a Meeting
- Reply to a Meeting Invitation
- Schedule an Appointment
- Make Updates to an Appointment
- Create Calendar Groups
- Delete a Calendar
- Work with Calendar Items
- Create and Add Calendars

Module 5: Organizing Contacts

- Add, Delete, Import, and Print a Contact
- Update a Contact
- Locate a Contact
- Sort Contacts
- Work with Contact Groups
- Manage Multiple Address books
- Perform a Mail Merge

Module 6: Working with Tasks and Notes

- Create a Task
- Print a Task
- Update a Task
- Search for Tasks
- Assign a Task
- Reply to a Task Request
- Track Tasks
- Change Your Task View
- Work with Notes

Module 7: Using Signature and Themes

- Create a Signature
- Automatically Add a Signature to Messages

- Modify a Signature
- Format Outgoing Messages
- Create and Apply a Theme

Module 8: Managing Your Inbox

- Search for Messages
- Create Search Folders
- Sort Messages
- Add New Local Folders
- Move Messages between Folders
- Group Your Mailbox Items
- Filter Messages
- Organize Messages
- Create and Manage Rules
- Manage Your Junk Email
- Archive Your Messages
- Create an Outlook Data File
- Create a Quick Step
- Add Protection to Your Outgoing Messages
- Create Auto-replies

Module 9: Working with Multiple Email Accounts

Setting Up Multiple Accounts in Outlook

Send Emails from Different Accounts

POP vs. IMAP Email Programs