Microsoft Outlook 2019 – Basic and Intermediate

Course Code:
ASKKB9

TPGateway Course Code:
TGS-2020502877

Course Duration:
1 day (8 hours), 9:00am – 5:00pm

Course Fee:
$250 ($272.50 Inc. 9% GST) per participant
SDF grant entitled, $2/hr x 7hrs = $14
Only applicable to Singaporean and PR employees

1 hour lunch is not claimable
Skillsfuture Credit Claimable for Individual
UTAP Claimable ; sign up https://ntuc.co/ask-edm

Course Dates:
https://asktraining.com.sg/course-schedule/

Course Synopsis

Most companies in a variety of industries are using Microsoft Outlook to correspond electronically because of its robust features and capabilities. Besides that, it has become an industry standard for companies to use this software application.

This means that it is one of the most essential skills that many people should have before joining an organisation. For effective communication within or outside of your organisation, you will need to be familiar with the tools that are offered by Microsoft Outlook 2019.

Course Objectives

In the 1-day training, you will learn how Outlook allows you to manage all aspects of email communications.

You will be able to:

- Compose and send an email message with specific message option including using of Hyperlinks
- Flag a message for follow-up and use of colour categories
- Manage conversations, sort messages and delay sending of message
- Managing of calendars such as scheduling of appointments.
- Organize your contacts and addresses such as create groups.
- Use instant search, refine a search and advanced find for messages

Course Outline

Program Fundamentals

- Starting Outlook 2019
- Understanding the Outlook 2019 Program Screen
- Understanding Items & the Message Window
- Using Command Shortcuts
- Using the Navigation Bar & Reading Pane
- Using the To-Do Bar & Using Help

Composing and Sending Email

- Composing and Sending an Email Message
- Specifying Message Options
- Formatting Text
- Checking your Spelling
- Working with Hyperlinks
- Attaching a File to a Message

Receiving Email

- Responding to Message
- Flagging a Message for Follow-up
- Using Color Categories
- View and Manage a Conversations
- Sorting Messages
- Changing Views
- Printing a Message

More Email Features

- Saving Unfinished Messages (Drafts)
- Sending Automatic Replies (Out of Office)
- Delaying Sending a Message
- Inserting a Signature
- Changing Message Format
- Dealing with Junk Email
- Add Address to the Safe & Blocked Senders List
- Changing Outlook's Download Settings

Working with Contacts

- Introduction to the Address Book
- Adding a Contact and from an Email
- Edit, Delete, View and Sort Contacts
- Mapping a Contact's Address
- Working in a Contact Window
- Finding and Organizing Contacts
- Creating a Contact Group
- Printing the Contacts List

Working with Calendar

- Working with Recurring Appointments
- Setting Availability
- Setting Reminders
- Viewing Calendar Items
- Changing the Appearance of a Calendar
- Changing Work Days and Times
- Printing the Calendar

Collaborating with Other Users

- Using Schedule View
- Responding to a Meeting Request
- Taking and Tracking a Vote

Organizing and Finding Information

- Create, Use and Manage Folders
- Using Instant Search & Refining a Search
- Using Advanced Find
- Sorting and Grouping Information