

# Getting Started with Outlook

## version 2016/2013/2010

### remote TOSA® certification optional

**Hands-on course of 1 day - 7h**  
**Ref.: LMO - Price 2024: CHF500 (excl. taxes)**

This course will give you an introduction to all the tools offered by Outlook. You'll learn how to manage your contacts and mail efficiently, and how to organize your appointments and plan your various activities. You will be able to validate your skills with the optional TOSA® certification.

#### EDUCATIONAL OBJECTIVES

At the end of the training, the trainee will be able to:

Understand and get familiar with the Outlook environment

Send mail, know how to configure and customize it

Manage the receipt, sorting and archiving of your mail

Use the rules and advanced settings of your email

Manage your tasks, calendar and contacts.

#### TEACHING METHODS

Active learning based on examples, demonstrations, experience-sharing, real cases, and an evaluation of what was learned from the training.

#### EXERCISE

Discussions, experience-sharing, demonstrations, tutorials, and real cases.

## THE PROGRAMME

last updated: 10/2022

### 1) Understanding and configuring Outlook options

- Identifying the differences between each version: Outlook 2016/2013/2010.
- Interface and work area.
- Customize Outlook, views.
- The new navigation bar.
- Distinguish between message and email options.

*Hands-on work : Learn about and register for the TOSA® certification option.*

*Demonstrating the tool and how to navigate through the folders. Browsing the basic options.*

### 2) Managing the sending and receiving of mail

- Composing and formatting a message.
- Using address auto-complete.
- Setting the options of a message and its signature.
- Inserting an attachment, signature, item or object.
- Symbols in the inbox.
- Replying and forwarding directly from the Reading Pane.
- Sorting by sender, by category. Creating a personal folder and managing the order of the folders.
- Copying, moving, archiving, and deleting messages. Using search tools.

*Hands-on work : Creating a message, inserting an attachment and a signature. Replying and forwarding a message. Using the "quick search" bar and the search folders.*

#### PARTICIPANTS

General public.

#### PREREQUISITES

Basic knowledge of using a Windows environment.

#### TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

#### ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more. Participants also complete a placement test before and after the course to measure the skills they've developed.

#### TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

#### TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

#### ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@ORSYS.fr to review your request and its feasibility.

### 3) Advanced email management

- Creating automatic message handling rules.
- Using tracking indicators and color coding.
- Automatic replies with targeted messages.
- Cleaning out the mailbox.
- QuickSteps functions.
- Sharing an email folder.

*Hands-on work : Implementing automatic replies. Conditional formatting of messages.*

### 4) Managing your calendar, contacts, tasks and notes

- Customizing the calendar display.
- Creating an appointment, set its recurring time.
- Moving, deleting, or editing the duration of an appointment.
- Organizing a meeting, checking the participants' availability.
- Sharing a calendar.
- Creating and managing contacts.
- Developing and assigning a task.

*Hands-on work : Hands-on work*

## DATES

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### REMOTE CLASS

2025 : 14 Feb, 23 May, 17 Sep,  
22 Dec