

# TOSA® Outlook: Certification

## Version 2016/2013/2010

Hands-on course of 2 days - 14h  
Ref.: TOK - Price 2024: CHF840 (excl. taxes)

### EDUCATIONAL OBJECTIVES

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

- Set up and customize an Outlook account
- Using and configuring your email
- Organize and manage your contacts
- Coordinate and optimize the use of your calendar and the management of your activities
- Certify your skills with TOSA®

### TEACHING METHODS

Active learning based on discussions, real-world exercises, practice for taking the TOSA® certification exam, and an evaluation of what was learned from the training.

### HANDS-ON WORK

Hands-on and practice exercises to prepare you to take the TOSA® certification exam.

### CERTIFICATION

Information needed to register for TOSA® certification is collected at the start of the training session. The exam is proctored by the instructor and is carried out online during the last hour of the course. When carried out remotely, a special system is used for monitoring. Certification is in the form of a 60-minute adaptive test with 35 exercises. The result indicates your skill level. Merely taking the course is not sufficient to achieve a maximum score.

## THE PROGRAMME

last updated: 06/2022

### 1) Set up and customize an Outlook account

- Set up a new POP or IMAP account.
- Manage data files (.pst), archiving, export/import.
- Configure your working environment and different options.

*Hands-on work* : Overview of the TOSA® test, and head count of participants when going around the room. Creating an account, importing messages, exporting contacts, archiving messages and changing options.

### 2) Using and configuring your email

- Writing and sending simple and complex messages.
- Creating new folders.
- Using simple and complex rules.
- Organizing your messages into categories and with tracking indicators.
- Performing simple to advanced searches.
- Designing and using signatures.
- Managing junk mail.

*Hands-on work* : Create a simple to complex message with advanced email management using best practices.

### 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](mailto:psh-accueil@ORSYS.fr) to review your request and its feasibility.

### 3) Organize and manage your contacts

- Adding and deleting a contact.
- Designing a complete business card.
- Classifying your contacts.
- Creating and modifying distribution lists.

*Hands-on work* : Adding a contact and editing it. Creating a distribution list and send it a message according to best practices.

### 4) Coordinating and optimizing the use of your calendar.

- Scheduling appointments and meetings. Setting recurring date options.
- Managing the receipt of an invitation.
- Customizing your calendar display.
- Checking the availability of contacts and arranging a meeting.
- Sharing your calendar and controlling the rights of other users on it.
- Adding or removing holidays and special events.
- Administering calendar groups.

*Hands-on work* : Personalize your calendar and share it. Create an appointment and a meeting, check the availability of its participants. Set a recurring date for an event.

### 5) Coordinate and optimize the management of your activities.

- Create, edit and track a task list.
- Ranking tasks by order of priority
- Delegating, responding, and transferring tasks.
- Turning a message into a task.
- Designing and using notes.

*Hands-on work* : Creating a task and delegating it. Designing notes. Certify your skills with TOSA®

## DATES

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Contact us