Microsoft Office Specialist – MOS Outlook Associate

Description

Demonstrate that you have the skills needed to get the most out of Outlook by earning the Microsoft Office Specialist: Outlook Associate Certification. This certification demonstrates competency to customize the Outlook user interface format message content, create or insert graphic elements, and send and respond to emails and meeting requests. This course will prepare you to take the MO-400: Microsoft Outlook 365 / 2019 exam.

Course Content
Module 1: Customizing settings

- Customizing reply messages
- Changing text formats for all outgoing messages
- Customizing the Navigation Pane
- Configuring reviews
- Managing multiple accounts
- Adding an account

Module 2: Printing and saving information

- Printing message, calendar, contact, or task information
- Saving message attachments
- Previewing attachments
- Saving messages in alternate formats
- Exporting messages to a data file

Module 3: Performing search operations in Outlook

- Creating new search folders
- Searching for items in messages, tasks, contacts, or calendars
- Searching by using advanced find
- Searching by folder

Module 4: Configuring mail settings

- Setting fonts for new messages and responses
- Creating, assigning, and modifying signatures
- Creating and managing rules
- Creating automatic replies
- Creating messages by using Quick Parts
- Configuring Junk Email and Clutter settings

Module 5: Creating messages

- Creating a message
- Adding or removing message attachments
- Adding CC and BCC to messages
- Adding tracking and voting options

- Forwarding and replying to messages
- Requesting a delivery or read receipt
- Redirecting replies
- Flagging outgoing messages for follow up, importance, and sensitivity
- Recalling a message

Module 6: Formatting a message

- Formatting text
- Inserting hyperlinks
- Applying themes and styles
- Inserting messages
- Adding a signature to specific messages

Module 7: Organizing and managing messages

- Sorting messages
- Moving messages between folders
- Adding new local folders
- Applying categories
- Cleaning up messages
- Marking a message as read or unread
- Flagging received messages
- Ignoring messages
- Sorting messages by conversation
- Deleting messages
- Automating repetitive tasks by using Quick Steps
- Configuring basic Auto Archive settings
- Delegating access

Module 8: Creating and managing calendars

- Creating and add calendars
- Adjusting viewing details for calendars
- Modifying calendar time zones
- Deleting calendars
- Setting calendar work times
- Managing multiple calendars
- Managing calendar groups
- Displaying multiple calendars
- Sharing calendars

Module 9: Creating appointments, meetings, and events

- Creating calendar items
- Creating recurring calendar items
- Cancelling calendar items
- Creating calendar items from messages
- Setting calendar item times
- Setting up meetings by using the scheduling assistant
- Setting free or busy status for calendar items
- Scheduling resources

- Setting up meeting location by using Room Finder

Module 10: Organizing and managing appointments, meetings, and events

- Setting calendar item importance
- Forwarding calendar items
- Configuring reminders
- Adding participants
- Responding to invitations
- Sharing meeting notes
- Categorizing calendar items

Module 11: Creating and managing notes and tasks

- Creating and managing tasks
- Creating and organizing notes

Module 12: Creating and managing contacts

- Creating a new contact
- Deleting contacts
- Importing contacts from external sources
- Editing contact information
- Attaching an image to a contact
- Adding tags to contacts
- Sharing contacts
- Creating and managing address books

Module 13: Creating and managing contact groups

- Creating new contact groups
- Adding contacts to existing contact groups
- Adding notes to a contact group
- Updating contacts within contact groups
- Deleting contact groups
- Deleting contact group members

Lab / Exercises

- Practical exercises will be proposed during and at the end of each module

Documentation

- Digital courseware included

Exam

- This training prepares you for the MO-400 exam: Microsoft Outlook 2019 /365
- Exam voucher included in the course price

Participant profiles

- Anyone in need to master the main functions offered by Outlook software
- Anyone who want to be certified Microsoft Office Specialist (MOS): Outlook Associate

Prerequisites

- No prerequisites

Objectives

- Manage the Outlook environment for productivity
- Manage messages
- Manage schedules
- Manage contacts and groups

Niveau
Fondamental
Classroom Registration Price (CHF)
1450
Virtual Classroom Registration Price (CHF)
1350
Duration (in Days)
2
Reference
MOS-OA