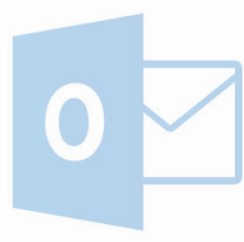


FOUNDATION MODULES

1. GETTING STARTED

- What is Microsoft Outlook 2013?
- What's new in Microsoft Outlook 2013?
- About Outlook's notification icon and jump lists
- About types of e-mail accounts
- About Outlook's default folders
- Open and close Outlook
- Set up an e-mail account and modify account settings
- Send and receive e-mail
- View messages in a folder
- Open, delete, print, and edit messages
- Use the Print area of the File menu, including Print Preview
- Open Help
- Use the Help screen and the Help toolbar
- Search for help
- Use the table of contents
- Get help in a dialog box



2. UNDERSTANDING AND CUSTOMISING THE OUTLOOK INTERFACE

- Use the File menu (Backstage View)
- Use the status bar
- Use the mini toolbar
- Use dialog boxes
- Use right-click menus
- Use keyboard shortcuts
- Use Outlook Today
- Use the Navigation Pane and the Reading Pane
- Use the To-Do Bar
- Use, customize, and move the Quick Access toolbar
- Use the Options dialog to customize the Quick Access toolbar
- Use tabs, groups, and option buttons
- Minimize the ribbon
- Add or remove tabs from the Outlook interface
- Arrange tabs and groups
- Create new tabs and groups
- Customize group commands
- Reset customizations

3. TAB OVERVIEW, MAIL INTERFACE

- The four tabs in the main Outlook interface: Home, Send/Receive, Folder, and View
- The groups in the Home tab: New, Delete, Respond, Quick Steps, Move, Tags, and Find
- The groups in the Send/Receive tab: Send & Receive, Download, Server, and Preferences
- The groups in the Folder tab: New, Actions, Clean Up, Favourites, and Properties
- The groups in the View tab: Current View, Conversations, Arrangement, Layout, People Pane, and Window

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FOUNDATION MODULES

4. TAB OVERVIEW, OUTLOOK ITEM INTERFACE

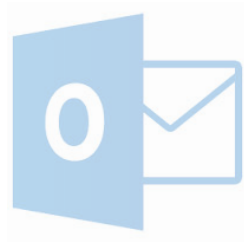
- How tabs are set up in Outlook items
- The Message tab
- The Options tab
- The Appointment tab
- The Meeting tab
- The Contact tab
- The Task tab
- The groups in the Insert tab: Include, Tables, Illustrations, Links, Text, and Symbols
- The groups in the Format Text tab: Clipboard, Font, Paragraph, Styles, and Editing
- The groups in the Review tab: Proofing and Language

5. SENDING EMAIL

- Create an e-mail message with all the essential elements (recipients, a subject line, and message content)
- Reply to messages
- Forward messages
- Open and save attachments
- Use the Attachment Previewer
- Add attachments, Outlook items, and hyperlinks to your message
- Change your message's theme
- Distinguish between Outlook's views
- Arrange and group messages
- Use conversation view
- Sort and filter messages
- Use AutoPreview
- Use the Drafts folder
- Save a message as a draft
- Open, edit, send, and delete a draft

6. INFORMATION MANAGEMENT

- Open the calendar
- Use the Calendar Tools tab
- Create a new appointment
- Edit an appointment
- Use the Daily Task List in the calendar
- Open the Contacts folder
- Create a new contact
- Edit contacts
- Open the Tasks folder
- Create a new task
- Edit tasks
- Open the Notes folder
- Create a new note
- Edit a note
- Use the Navigation Pane and Home tab in each folder
- Customize your view in all folders



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INTERMEDIATE MODULES

1. ORGANISING YOUR EMAIL

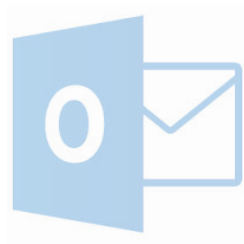
- Create, rename, move, and delete folders
- Move messages to folders
- Turn the Favourites list on or off
- Mark a folder as a favourite
- Change the order of folders in the Favourites list
- Remove a folder from the Favourites list
- Create, customize, and use search folders
- Use the Search box and the Search Tools tab
- Set search options
- Search for contacts
- Filter e-mail

2. MANAGING YOUR EMAIL

- Create a simple rule
- Edit rules
- Use the full-featured Rules and Alerts wizard
- Mark messages for follow-up
- Clean up folders and conversations
- Use, create, manage, and reset Quick Steps
- Manage junk mail
- Set phishing filter and automatic download preferences
- Use blocked and safe sender lists
- Set up categories
- Assign categories to an item
- Use Quick Click
- Upgrade your categories from an older version of Outlook
- Use category viewing tools
- Create category search folders

3. A WORD PRIMER

- Cut, copy, and paste text
- Use the Office Clipboard
- Find and replace text
- Check spelling in a message
- Change text's font face, size, and colour
- Apply highlighting and basic effects to text
- Change text's case
- Use the Font dialog
- Clear formatting from text
- Use the Format Painter
- Apply a Quick Style
- Change the style set and theme in use
- Use various mail formats
- Align and justify text
- Indent paragraphs
- Change paragraph spacing
- Create bulleted or numbered lists
- Add borders and shading to text
- Add tables, pictures, Clip Art, screenshots, shapes, charts, SmartArt, text boxes, and WordArt to messages



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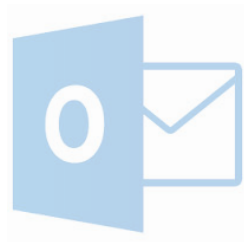
INTERMEDIATE MODULES

4. UNDERSTANDING EMAIL ACCOUNTS

- About the types of e-mail accounts supported by Outlook
- How to configure a POP3, IMAP, or HTTP e-mail account
- How to use an IMAP or HTTP mailbox
- About the Send/Receive tab
- How to set send and receive options
- How to set up and use text messaging (SMS) in Outlook
- How to set up and use RSS feeds

5. OUT OF OFFICE AND MORE

- Use delegates
- View another person's mailbox (including the calendar and tasks)
- Set up the Out of Office Assistant
- Use the Global Address Book
- Recover deleted items
- Recall messages
- Share tasks with other users
- Schedule meetings
- Respond to meeting requests
- Use Schedule View



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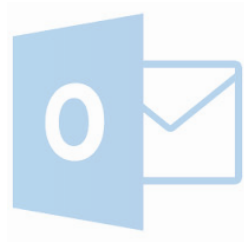
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ADVANCED MODULES

1. ADVANCED EMAIL FEATURES

- Create, edit, and use signatures
- Set signature options
- Use Office 2010 and legacy themes
- Use stationery in an e-mail message
- Set your default theme or stationery
- Customize default message fonts
- Attach a file, calendar, business card, or other item to an Outlook message
- Set message priority
- Mark a message for follow-up
- Use Quick Click flags
- Show and hide the BCC and CC fields in a mail message
- Work with multiple e-mail accounts
- Request and respond to delivery and read receipts
- Add voting options to a mail message
- Change your reply-to address
- Delay message delivery
- Save a message outside Sent Items
- Open the Outlook Options dialog
- Identify what each category of the Outlook Options dialog is for



2. ADVANCED INFORMATION MANAGEMENT TOOLS

- Use the calendar's time zone
- Create recurring appointments
- Set calendar options
- Add holidays to your calendar
- Create recurring tasks
- Assign and receive tasks
- Send task status reports
- Mark a task as private
- Change task options
- View additional contact fields
- Mark a contact as private
- Recognize commands in the Communicate group
- Change contact options
- Create and edit contact groups
- Create and manage views
- Reset views
- Add columns to a view
- Open the Advanced View Settings dialog
- Apply views to other folders

3. ADVANCED TOPICS

- Link files and business cards to Outlook items
- Link Outlook items to each other
- Create, publish, use, and apply custom forms
- Set a form as the default for a folder
- Use omsgcl as to apply a custom form to existing items
- Use the Forms Manager
- Publish your calendar
- Subscribe to a published calendar
- Use overlay and schedule views
- Stop sharing a calendar with someone else
- Save your calendar outside of Outlook
- Install, configure, and use the Social Network Connector

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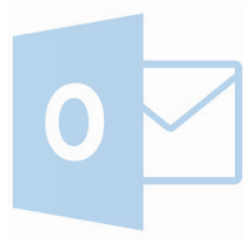
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4. DATA MANAGEMENT

- Open the Account Settings window
- Use the various tabs in the Account Settings window
- Modify published calendars and address books
- Create, manage, open, and close personal folders files
- Set a personal folder file as default
- Configure and use AutoArchive
- Archive information manually
- Use mailbox cleanup tools
- Import and export Outlook information
- Use the Mail icon in the Control Panel to create, delete, view, and modify Outlook profiles
- Set Outlook to prompt for a profile when it starts



5. OUTLOOK SECURITY

- Open and use the Trust Centre
- Identify Trusted Publishers
- Set privacy options
- Set e-mail security options
- Change how attachments are handled
- Change automatic download options
- Choose how to deal with programmatic access
- Manage add-ins
- Open the Outlook Address Book and understand its components
- Add, edit, search, and delete Outlook Address Book entries
- Change Outlook Address Book options
- Use the Outlook Address Book to create mail
- Set macro security
- Create a macro using the Visual Basic Editor
- Run a macro
- Edit a macro's code