



Professional IT Services  
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## Email Basics Class - Outlook 2016

(1.5-2 hours)

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### Overview:

Email has become one of the most widely used methods of communication, whether for personal or business communications. In most organizations, large or small, email is the preferred form of communicating information amongst employees. As email grows in popularity and use, most organizations have found the need to implement a corporate mail management system such as Microsoft® Office Outlook® to handle the emails and meeting invitations sent among employees.

This course is the first in a series of two Microsoft® Office Outlook® 2016 courses. It will provide you with the basic skills you need to start using Outlook 2016 to manage your email communications, calendar events, contact information, tasks, and notes. You can also use this course to prepare for the Microsoft Office Specialist (MOS) Certification exams for Microsoft Outlook 2016.

### Objectives:

In this course, you will explore the Outlook interface and when you are familiar with it, you will use Outlook to manage all aspects of email communications; use the Outlook calendar to manage appointments and meetings; use Outlook's People workspace to manage your contact information; create Tasks and Notes for yourself in Outlook; and customize the Outlook interface to serve your own personal needs.

### Price:

Session pricing varies depending on class size and type. Individual rates for the public are \$100/class per person. Discounts are available for groups - if you are interested in a workshop for a larger group, please contact us to discuss pricing!

### Registration:

Call our office to register for a class, discuss pricing, or ask for more information. Registration is required for all classes, must be done at least 24 hours in advance, and is on a first-come, first-served basis. Payment is required upon registration. Because of the limited class sizes, classes are non-refundable; however, reschedule requests can be made up to 24 hours in advance.

### Prerequisites:

To ensure success, students should be familiar with using personal computers, and should have experience using a keyboard and mouse. Students should be comfortable in the

**KNS OFFICE LOCATION:** 2041 NW Myhre Rd. Ste 301 • Silverdale | [www.kitsapnetworking.com](http://www.kitsapnetworking.com)  
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Windows® 10 environment, and be able to use Windows 10 to manage information on their computers. Specific tasks the students should be able to perform include: launching and closing applications, navigating basic file structures, and managing files and folders.

**Course Content:**

- 1. Getting Started with Outlook 2016**
  - a. Turning on Smartphone – Power button; Sleep mode vs On/Off
  - b. Volume Buttons
  - c. Home Button
- 2. Composing Messages**
  - a. Charging
  - b. When to charge
  - c. How to know it is charging
  - d. Using external batteries
- 3. Reading and Responding to Messages**
  - a. Where it is located
  - b. How much battery you are using
  - c. What is using up your battery
- 4. Managing Your Messages**
  - a. Manage Messages Using Tags, Flags, and Commands
  - b. Organize Messages Using Folders
- 5. Managing Your Calendar**
  - a. View the Calendar
  - b. Manage Appointments
  - c. Manage Meetings
  - d. Print Your Calendar
- 6. Managing Your Contacts**
  - a. Create and Update Contacts
  - b. View and Organize Contacts
- 7. Working With Tasks and Notes**
  - a. Manage Tasks
  - b. Manage Notes
- 8. Customizing the Outlook Environment**
  - a. Customize the Outlook Interface
  - b. Create and Manage Quick Steps
- 9. Q&A**