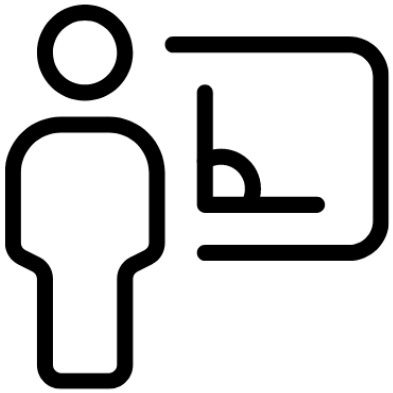
Instructors Guide

On the following pages is a sample module from our Instructor Guide. It provides the instructor with a copy of the material and a Lesson Plans box.

The key benefit for the trainer is the Lesson Plan box. It provides a standardized set of tools to assist the instructor for each lesson. The Lesson Plan box gives an estimated time to complete the lesson, any materials that are needed for the lesson, recommended activities, and additional points to assist in delivering the lessons such as Stories to Share and Delivery Tips.



Communication works for those who work at it.

John Powell

Module Two: Communicate with Email

Get ready to maximize your time when working with email. This module looks at how you can connect your email address to Outlook and start reading and processing messages. You'll also learn how to forward and reply to messages, as well as how to create and send new message.

Start Communicating with Email

Estimated Time for this Lesson	**20 minutes**
Topics in this Lesson	• Set up email account • Preview messages • Read messages • Preview attachments • Forward and reply to messages

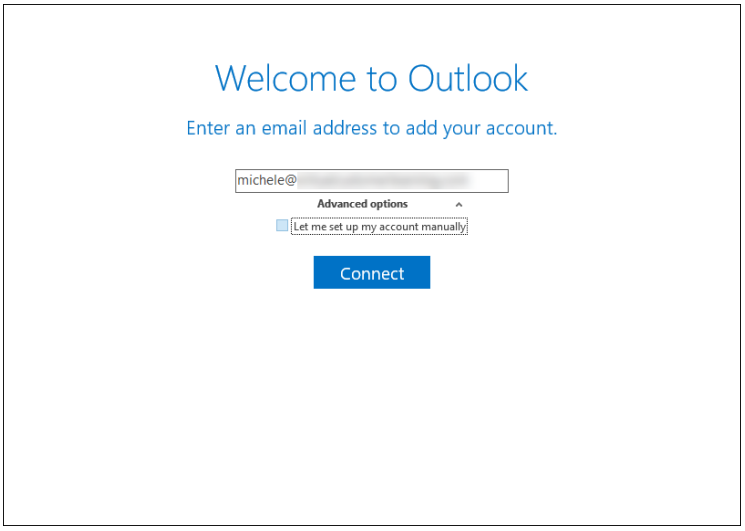
Set Up Email Account

The first time you open Outlook, you'll be prompted to connect your email address.

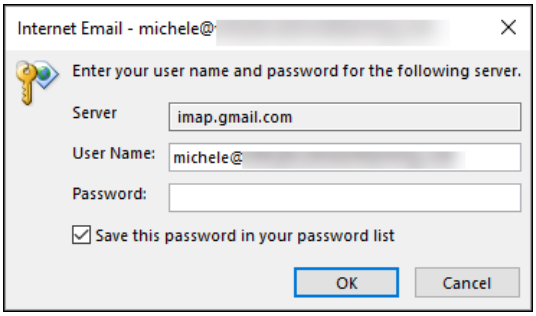
Topic Objective	Set up an email account in Outlook
Topic Summary	Outlook guides you through the process of connecting email accounts from your Office 365 account, Outlook.com, Google (gmail), or Exchange or you can use POP or IMAP to connect other types of addresses. Outlook evaluates the address and prompts you for your password to complete the connection.
Materials Required	Server, email address, and password information for existing email account (available from internet service provider (ISP) or the administrator for their organization
Recommended Activity	Have participants set up their email accounts.

Show the participants how to set up an email account.

1. When you first open Outlook, the Welcome to Outlook window opens. Enter the email address that you want to connect.

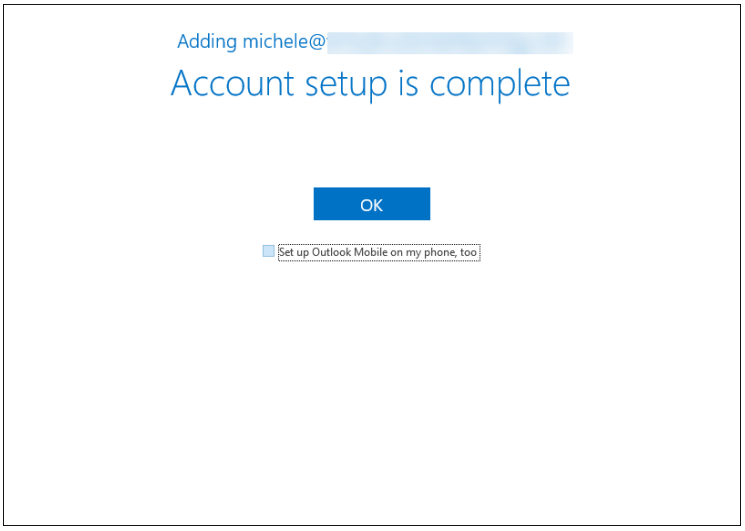


2. Select **Connect**.
3. In the Internet Email window, enter your **Password**.



4. Select **OK**.

5. Outlook displays a window indicating that setup is complete.



6. Select **OK**.

Outlook loads any messages that are currently on your email server. You are ready to begin receiving email messages.

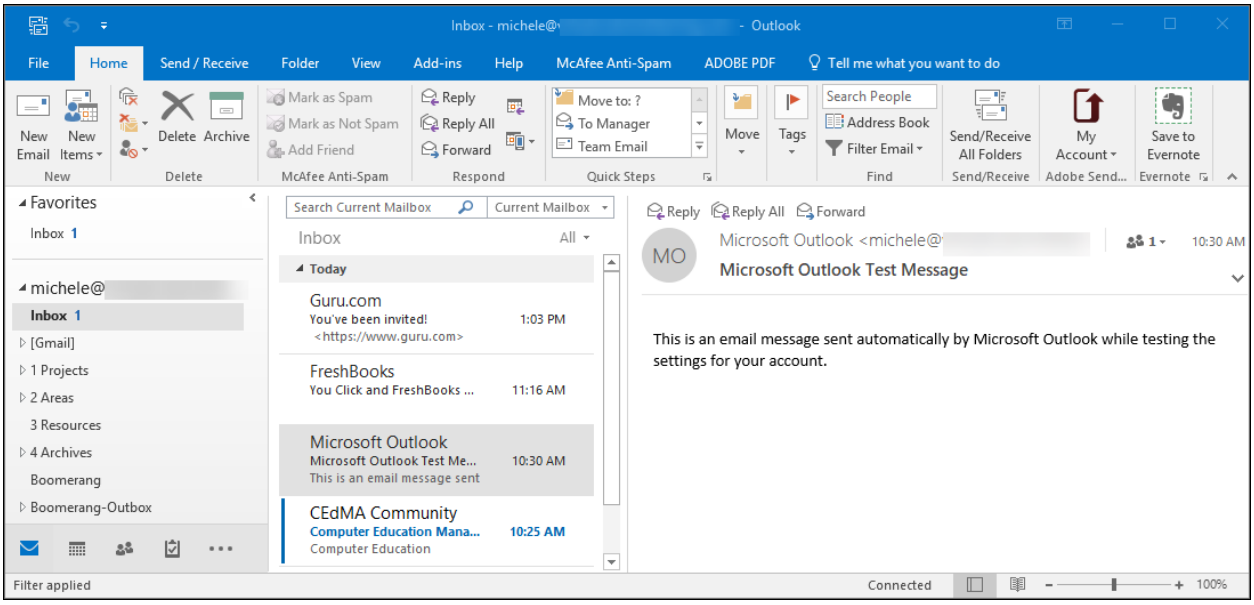
Preview Messages

When working with messages, Outlook displays your Inbox on the far left, the Message list in the middle, and the Reading pane on the right.

Topic Objective	Review Message list
Topic Summary	The Message list previews messages so you can decide which are most important. The preview shows the Subject, Sender, and first line of the messages in your Inbox.
Materials Required	• Email account connected to Outlook (required for remainder of course) • Several messages delivered to recipient
Recommended Activity	Have participants preview messages in the Message list.
Stories to Share	Messages are delivered to your Inbox by default, but if you have folders on your email account, they will also be loaded to Outlook. You can select a different folder on the far left to preview messages in that folder. The number by the folder name shows how many unread items there are. Note that you may have both an Outlook Inbox and a separate Inbox for your linked email account.

Show the participants how to preview messages in the Inbox.

1. Make sure that you've selected the Inbox or the Inbox associated with your email address so that the Message list shows items in that location.
2. The Message list shows in the Inbox or selected folder. By default, they are organized by date with the newest messages on top. The preview shows the Sender's name first, then the subject of the message, and then the first line of the content. Unread messages are in bold, with a blue line on the left of the message preview.



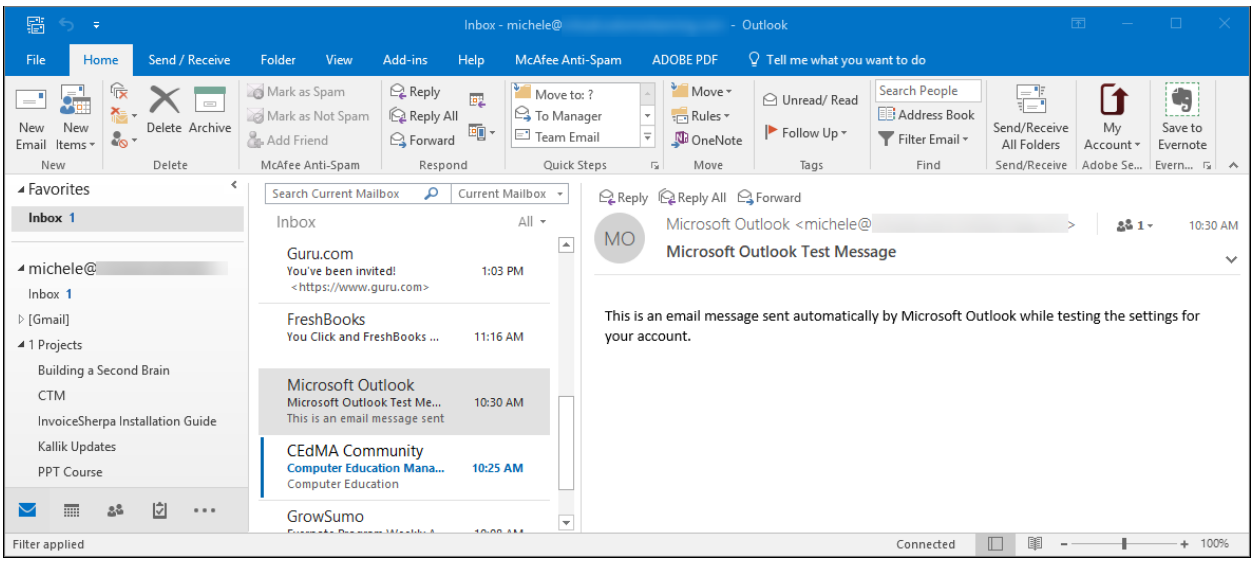
Read Messages

Select a message in the Message List to see the message content in the Reading pane.

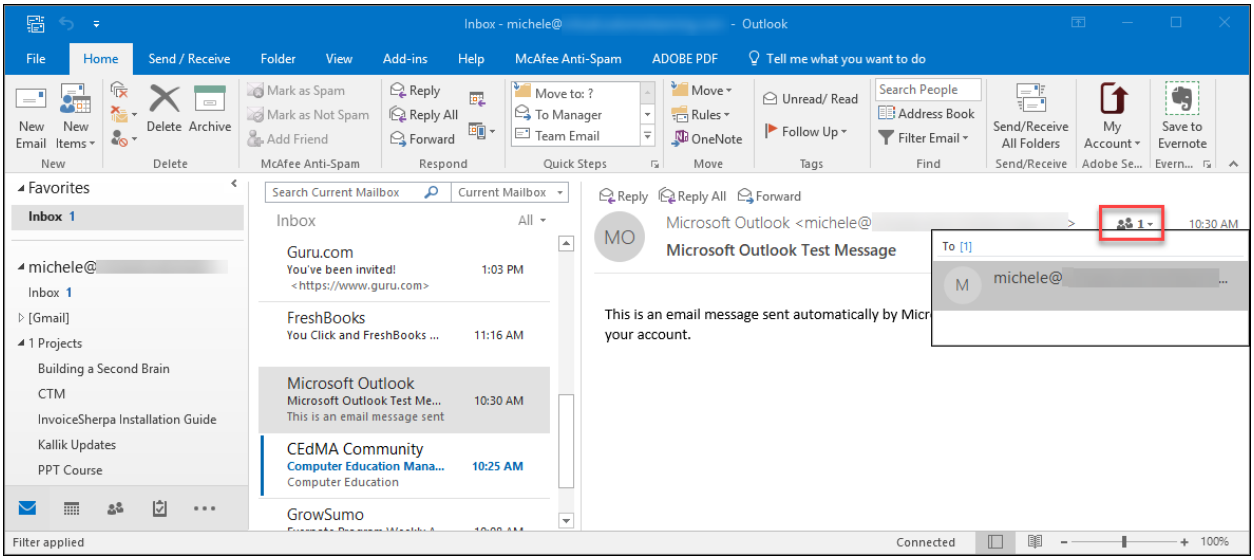
Topic Objective	Read a message in the Reading pane
Topic Summary	The Reading pane shows the message sender's name and email address, as well as the message Subject in bold. If you want to see who the message was sent TO, check the user icon. Microsoft displays any messages here, such as if pictures in the message need to be downloaded or the message can be viewed in a web browser
Materials Required	Several messages delivered to recipient
Recommended Activity	Have the participants read a message in the Reading pane.
Stories to Share	Some of these items include additional information if you hover your mouse over the item or click on it.

Show the participants how to read a message in the Reading pane.

1. Make sure to select the Inbox or folder where the message is located.
2. Select the message you want to read in the Message list.
3. Review the message header and content in the Reading pane.



4. Select the user icon and number to see more information about who the message was sent to.



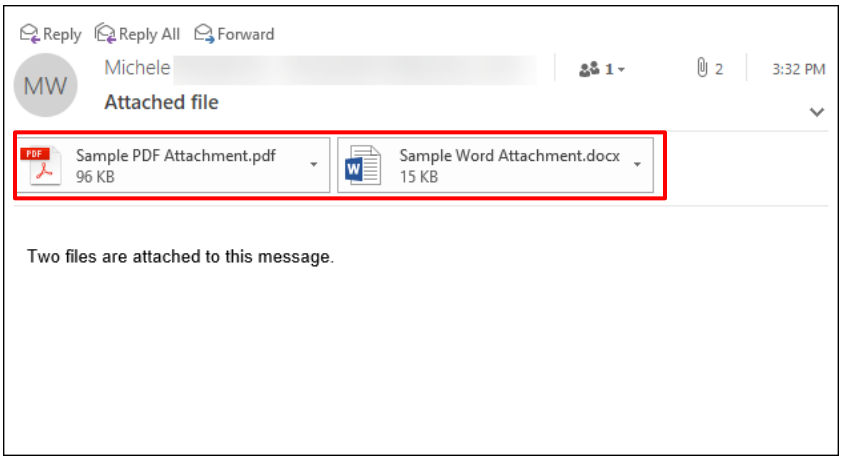
Preview Attachments

Messages with files attached have a paper clip icon in the Messages list preview.

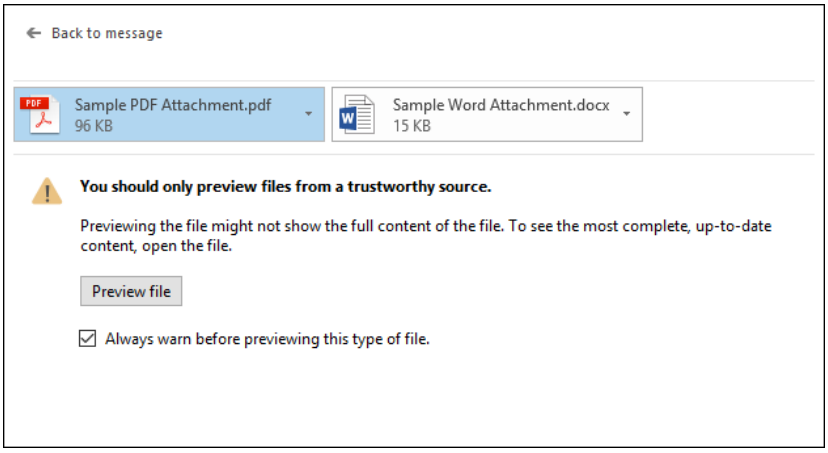
Topic Objective	Preview an attachment to an email message
Topic Summary	You can preview some types of attachments in Outlook. Select the attachment in the header of the message in the Reading pane. If the file is safe, select **Preview file**. Outlook displays the content of the file without opening it.
Materials Required	A message with an attachment in the participants' inboxes
Recommended Activity	Have the participants practice previewing the attachment.
Planning Recommended	Before this lesson, you can send a message to all of the participants with the Sample PDF Attachment file attached.
Stories to Share	Outlook blocks potentially unsafe attachments (such as .bat, .exe, .vbs, and .js files). You should be careful about opening attachments, especially if they are from someone you don't know or trust. Keep your computer antivirus software up-to-date. For many programs, you can save the attachment, scan it with your antivirus software, and then open it with confidence.

Show the participants how to preview an attachment.

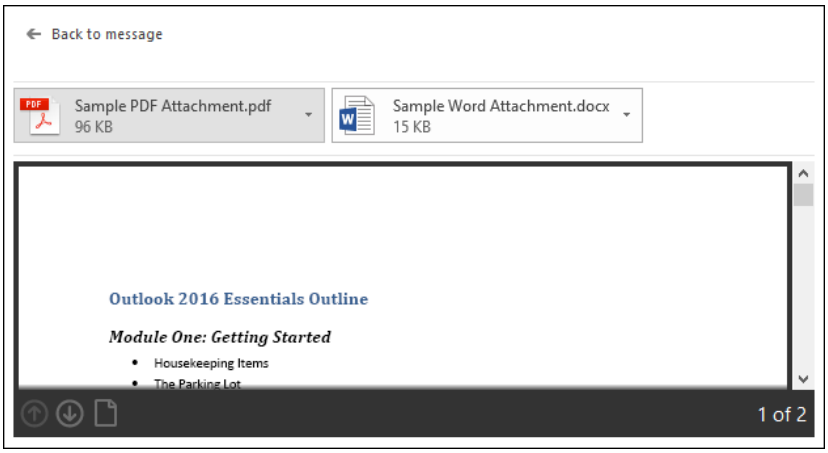
1. Highlight the message with attachment in the Message List.
2. In the Reading pane, the attachment(s) are shown by an icon that shows the file type. You can click on an icon to see the preview.



3. Outlook displays a warning. If you trust the source of the attachment, select **PREVIEW FILE**.



4. The file is displayed in the Reading pane.



Select **Back to Message** in the header to return to the message instead of the preview.

Forward and Reply to Messages

The Reply, Reply All and Forward buttons in the Reading pane allow you to create inline replies.

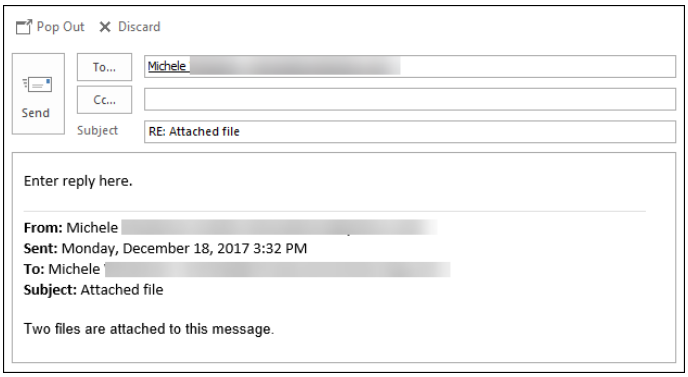
Topic Objective	Reply, reply all and forward messages from the Reading pane
Topic Summary	Reply sends a message only to the sender of your highlighted message. Reply All sends a message to everyone who received the highlighted message. Forward allows you to send the message on to someone else, with additional message content.
Materials Required	Several messages delivered to recipient
Recommended Activity	Have the participants practice creating inline replies.

Stories to Share	The Pop Out command creates a separate window for the message. The Discard command discards a reply or forward you've started but don't wish to send.

Show the participants how to create an inline reply.

1. Highlight the message you want in the Message list.
2. Select the button for the option you want, either **REPLY**, **REPLY ALL**, or **FORWARD**.

3. A blank space and a line are added to the message you received. Enter your reply in this space.



4. Enter additional addresses in the **To** or **CC** fields, if desired.
5. Update the Subject, if desired. The subject remains the same as the original message, prefixed with a RE: for replies or a FW: for forwards.
6. Select **SEND**.

Process Messages

Estimated Time for this Lesson	**30 minutes**
Topics in this Lesson	• Delete Messages • Mark a Message as Read or Unread • Flag Received Messages • Sort Messages • Print a message • Save message attachments

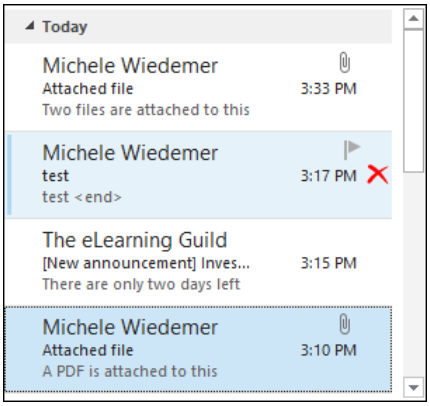
Delete Messages

Keep your Inbox cleaned out by deleting messages you no longer need.

Topic Objective	Delete a message from the Message list
Topic Summary	Click the X in the Message list to delete a message. Outlook retains deleted messages in a Deleted Items folder, so you can get to it if you delete it by accident. You can permanently remove an item in the Deleted Items or Trash folder.
Materials Required	Several messages delivered to recipient
Recommended Activity	Have the participants practice deleting messages from the Message list. Have the participants practice permanently deleting a message.

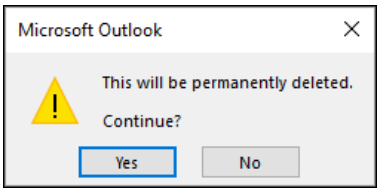
Show the participants how to delete a message.

1. Click the X on the right side of the message preview in the Message list. You don't even have to have the item selected.



Show the participants how to work with the Deleted Items folder.

1. Select the **DELETED ITEMS** folder on the left side of the window. Depending on the type of account you have connected, it may be labeled **Trash** and shown within a Folder.
2. If desired, drag a message to another folder to restore it.
3. If you click on the X to the right side of the message preview in the Message list when you have the Deleted Items folder showing, Outlook displays a confirmation message.



4. Select **YES** to delete the item permanently.

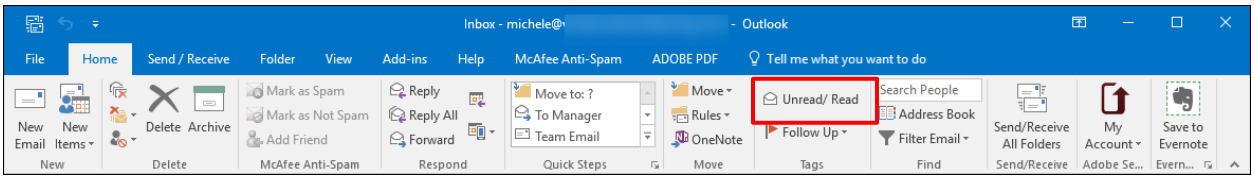
Mark a Message as Read or Unread

Messages are considered unread when they first arrive until you select them in the Messages list.

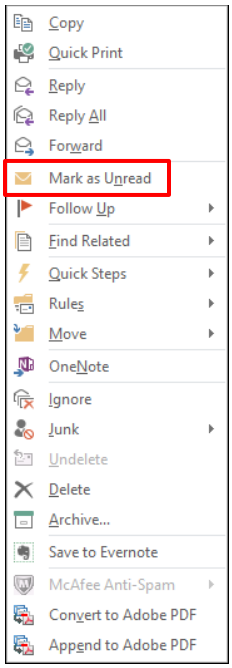
Topic Objective	Mark an email message as read or unread
Topic Summary	Unread messages have a blue line to the left of the item in the Messages list, as well as a blue, bolded subject line. This helps you identify new messages. Once you've clicked on the message, Outlook marks the message as read and the unread indicators are removed. You can manually change the read/unread status of a message.
Materials Required	Several messages delivered to recipient
Recommended Activity	Have the participants practice marking a message as read or unread.
Stories to Share	For participants who prefer keyboard shortcuts, have them try the Ctrl + Q and Ctrl + U shortcuts.

Show the participants how mark a message as read or unread.

1. Select the message in the Message List.
2. Select **UNREAD/READ** from the **HOME** tab on the Ribbon.



You can also right-click on the message in the Message list and select Mark as Read or Mark as Unread from the context menu.



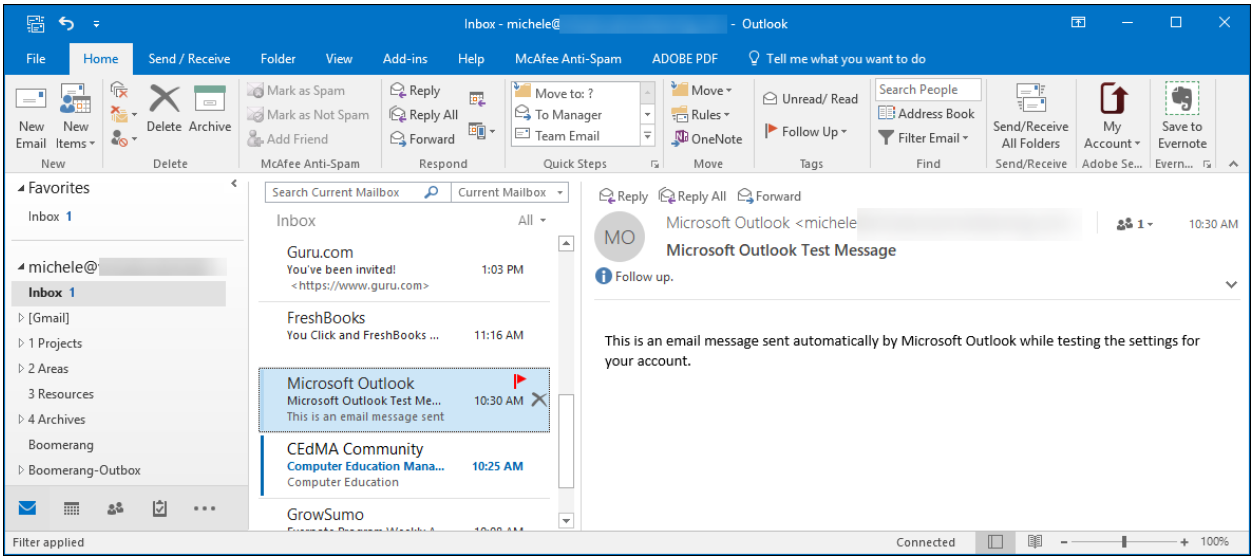
Flag Received Messages

Flags provide a visual reminder to follow-up on an item.

Topic Objective	Flag a message for follow up
Topic Summary	You can hover over a message in the Messages list and click the Flag to flag the item for follow up. A flag icon is added to the item in the Messages list, and a Follow Up icon is added to the message header in the Reading pane.
Materials Required	Several messages delivered to recipient
Recommended Activity	Have the participants practice flagging a message for follow-up.

Show the participants how to flag an item for follow-up.

1. Click on the flag icon in the Message list.



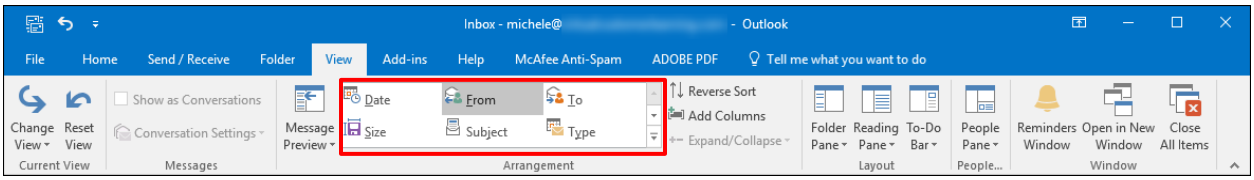
Sort Messages

The Message list includes several options for changing the way you view your messages.

Topic Objective	Sort messages in the Messages list pane
Topic Summary	Select the **View** tab from the Ribbon. Select a new sort Arrangement to sort by date, sender, recipients, message size, subject line, type of messages, attachments, account, or importance. Select Reverse Sort to change the sort order.
Materials Required	Several messages delivered to recipient
Recommended Activity	Have the participants select a new sort order for messages in the Message list.
Stories to Share	For this activity, it may be helpful for the participants to have a variety of messages from different senders, sent on different days, etc.

Show the participants how to change the sorting arrangement.

1. Select the **VIEW** tab from the Ribbon.
2. Select a sorting arrangement.



Print a Message

You can print a message using the Backstage view.

Topic Objective	Print a message
Topic Summary	Select the **File** tab from the Ribbon. The **Print** tab on the left allows you to print an individual message as Memo Style.
Materials Required	At least one message
Recommended Activity	Have the participants practice printing a message.
Stories to Share	The Table Style setting is for printing the list of messages.

Show the participants how to print a message.

1. Highlight the message you want to print in the Message List.
2. Select the **FILE** tab from the Ribbon to open the Backstage View.
3. Select the **PRINT** tab from the left.

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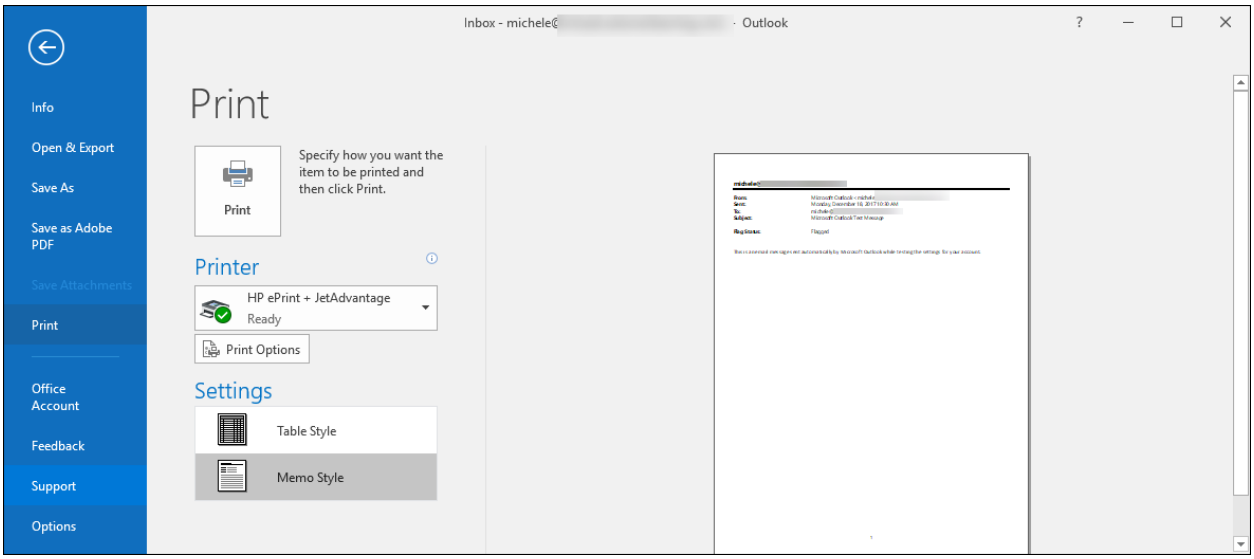


4. A preview of the message shows on the right.
5. Select **PRINT**.

Save Message Attachments

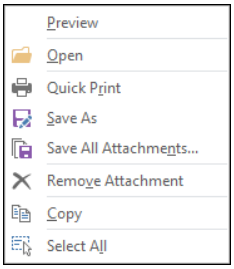
You can save a single attachment or all attachments.

Topic Objective	Save attachment and save all attachments
Topic Summary	Select the arrow next to an attachment in the Reading pane to choose an option to save it. This allows you to select the location to save the file. You can also drag the icon from the message to your desktop or folder location in Windows Explorer. When there are multiple attachments for a message, you can save all attachments. All files are saved in the same location.
Materials Required	• A message with a single attachment • A message with multiple attachments
Recommended Activity	Have the participants practice saving one or all attachments.

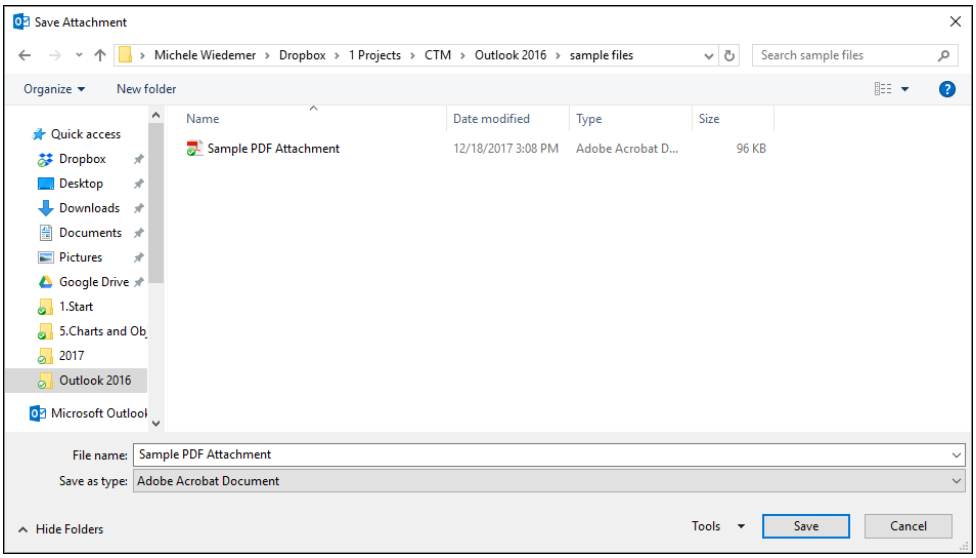
Show the participants how to save an attachment.

1. In the Messages list, select the message with the attachment.
2. In the Reading pane, select the small arrow next to the icon for the attachment you want to save.

3. Select **Save As** from the context menu.



4. In the Save Attachment dialog box, navigate to the location where you want to save the file and select **Save**.



Create Messages

Estimated Time for this Lesson	**20 minutes**
Topics in this Lesson	• Create a Message • Address a Message • Add or Remove Message Attachments • Send Message • Recall a message

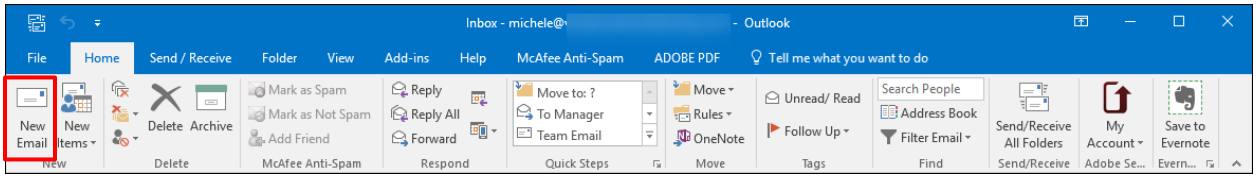
Create a Message

Now let's look at how to start a new email message.

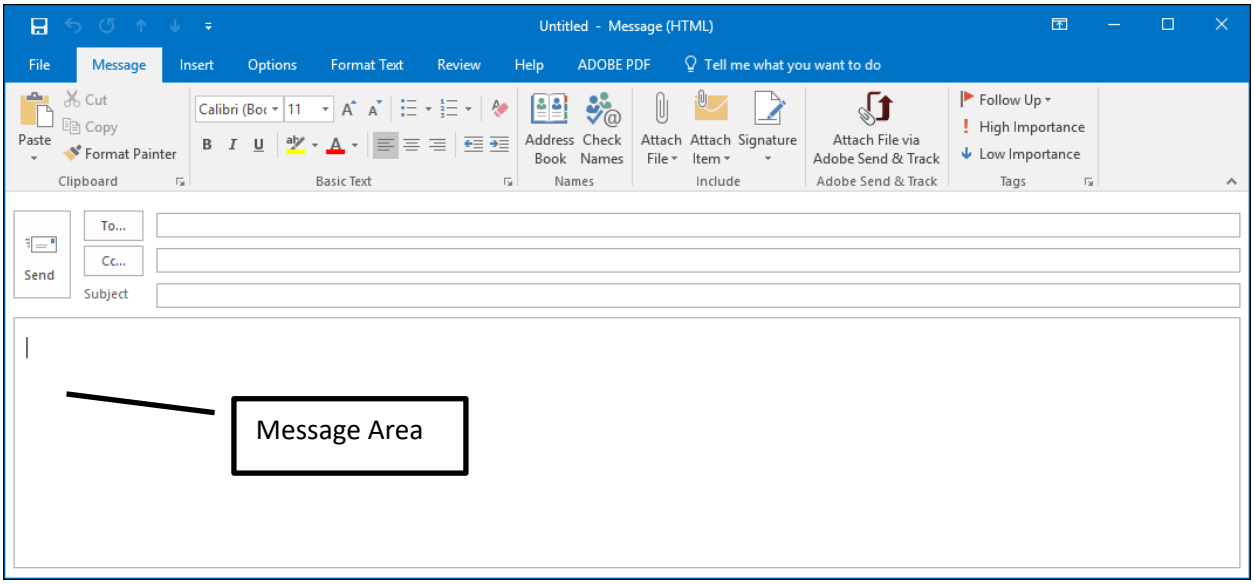
Topic Objective	Create a new email message
Topic Summary	Select the **New Email** tool from the **Home** tab on the Ribbon. A new window opens with tools specific to a new message. Place your cursor in the message area to start typing your message.
Materials Required	Any message
Recommended Activity	Have the participants open a new email message.
Stories to Share	You can always start a new email message from anywhere in Outlook, both from the Ribbon and the keyboard shortcuts. While in Mail view, the keyboard shortcut Ctrl + N will create a new email. In other views, you'll need to use Ctrl + Shift + M.

Show the participants how to create a new email.

1. Select the **NEW EMAIL** tool from the **HOME** tab on the Ribbon.



2. A new window opens. Place your cursor in the message area and begin typing to enter your message.



Address a Message

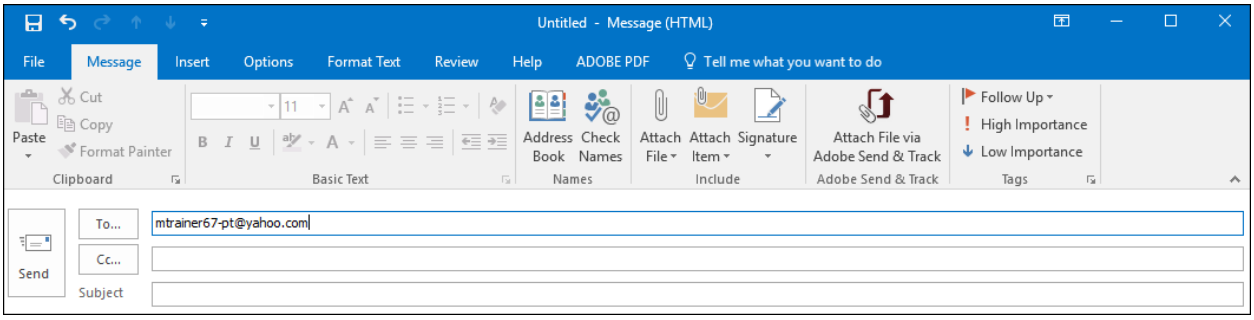
To send your message, you'll need to indicate the address of the person who should receive it.

Topic Objective	To use the To, CC and BCC fields to indicate who should receive a message
Topic Summary	Enter the email address in the To or carbon copy field. Outlook underlines an address that has entered in the correct format, with an @ and a proper domain (i.e., .com). Outlook places a semicolon after the name with a space between multiple addresses. If Outlook recognizes the address as one of your Contacts or one you have used before, it displays the name as you type the first few characters. To use one of the displayed names, simply select it with the mouse.
Materials Required	Message started in previous topic
Recommended Activity	Have the participants click on To and CC and enter an email address.
Stories to Share	Once you've entered contacts or contact groups (discussed in Module 5), the To, CC, and BCC fields can help you locate an address from your Contacts for quick entry of frequently used names. You can select multiple names from this list by holding down the Shift (for a range of names) or Ctrl (for non-contiguous names) key while clicking on the names.

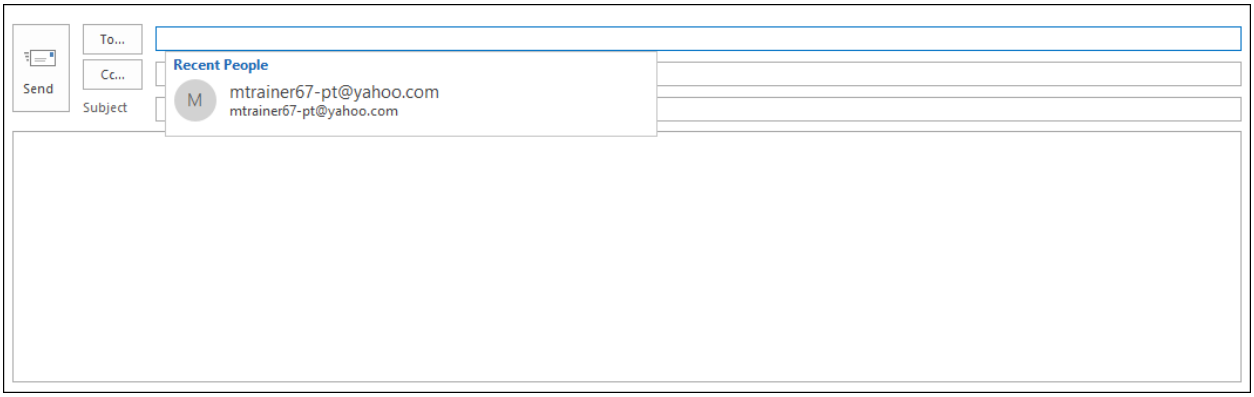
Show the participants how to address an email.

1. Place your cursor in the **To** or **CC** in the email header.

2. Enter the email address for the person who should receive the message or get a copy of the message



Once you've entered one address, when you place your cursor in the **To** or **Cc** fields, Outlook will show a list of **Recent People**. You can click on a name to quickly add that person's address.



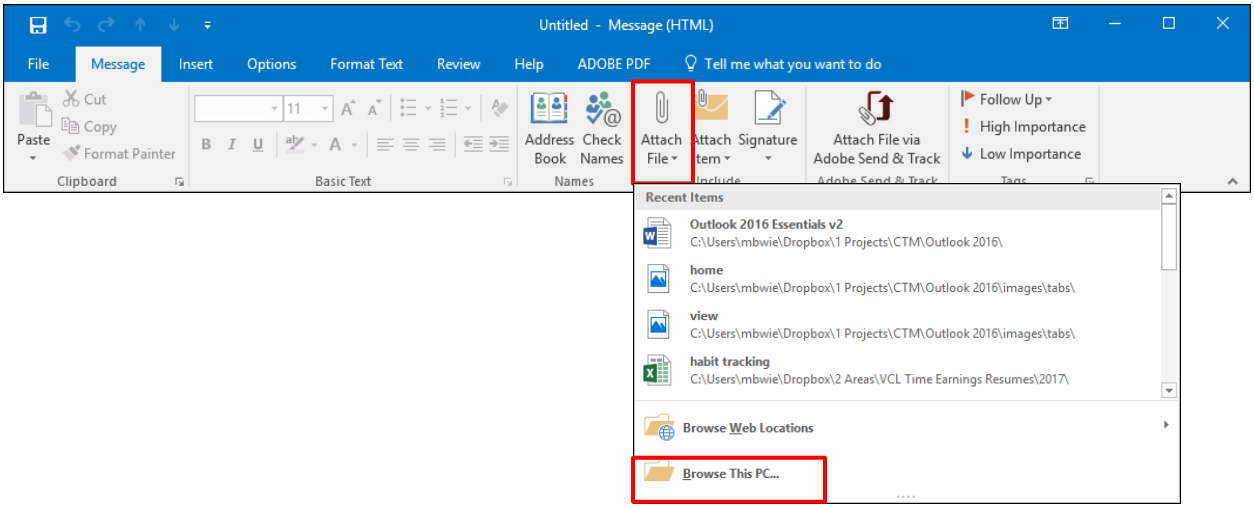
Add or Remove Message Attachments

You can share files with others by emailing an attachment.

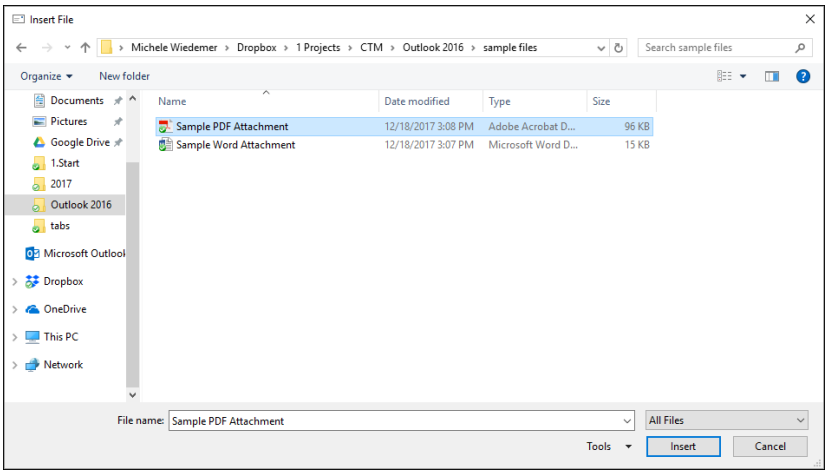
Topic Objective	Attach a file to an email message
Topic Summary	Select the **Attach File** tool from the **Message** tab of the Ribbon or the **Insert** tab of the Ribbon. A list of your recently used Office and OneDrive files is displayed. Select a file to attach it. Or select **Browse This PC** to locate a file. To remove an attachment, select the small arrow next to it, and select **Remove Attachment** from the context menu.
Materials Required	A file to attach, such as the Sample PDF file
Recommended Activity	Have the participants practice attaching a file.
Stories to Share	Point out that some mail servers may limit the size of attachments that can be delivered. Remind the students that Outlook will block certain types of files as potentially dangerous (like .exe files).

Show the participants how to attach a file to an email message. Use the following procedure.

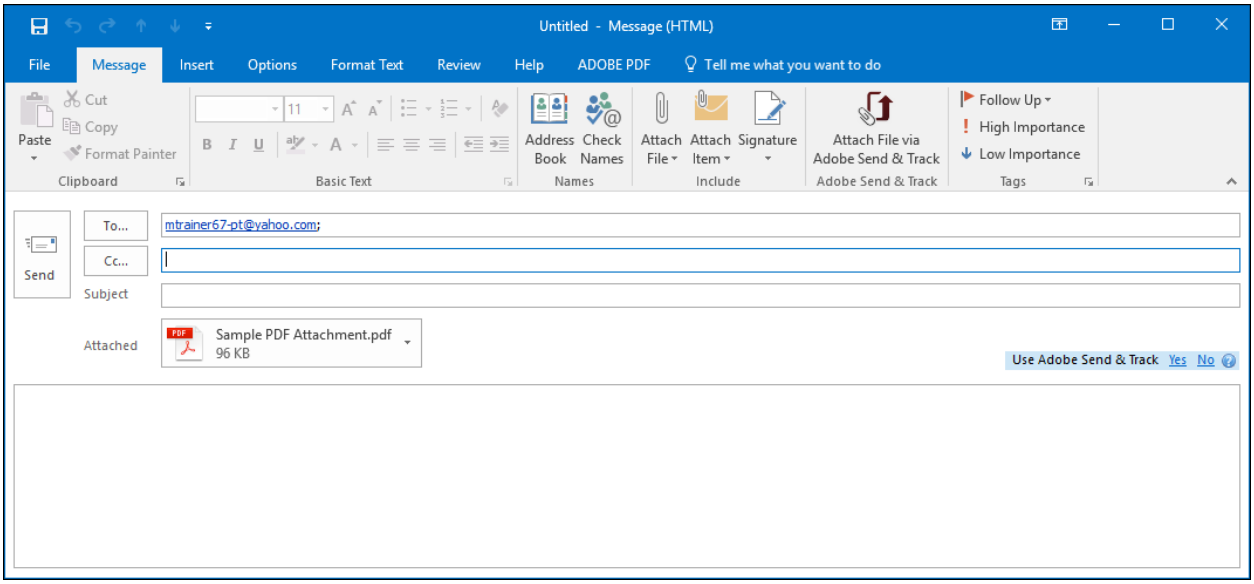
1. Select **ATTACH FILE** from the **MESSAGE** tab on the Ribbon.



2. Select a **Recent Item** to attach it, or select **Browse This PC** to locate a file.
3. In the *Insert File* dialog box, navigate to the location of the file you want to attach.
4. Highlight the file and select **INSERT**.

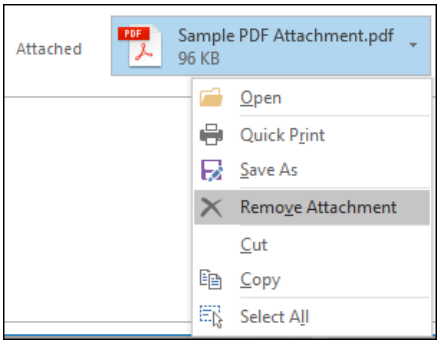


5. Outlook creates a new line in the message header for **ATTACHED**.



Show the participants how to remove an attachment.

1. Select the small arrow next to the attachment in the email header.
2. Select **Remove Attachment**.



Send Message

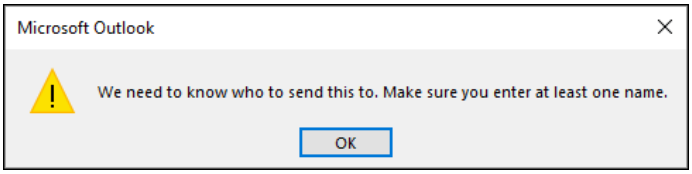
When you have addressed your message, created your message body, and attached any pertinent files, you are ready to send the message.

Topic Objective	Send an email message
Topic Summary	Outlook displays a message if you try to send a message without an address or if you don't include a subject line in the header. If you try to send the message without an address, Outlook displays a message to remind you to enter an address. If you do not enter a subject, Outlook will also display a message.

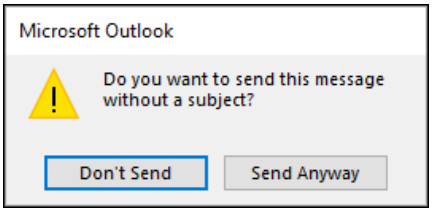
Materials Required	Message addressed in previous topic
Recommended Activity	Have the participants practice sending the message from the previous lesson.
Stories to Share	When you select **Send** on your completed message, the message goes to the Outbox. By default, Outlook sends new messages in the Outbox immediately. However, some factors can affect this, such as the size of the message, whether you are connected to the Internet, etc.

Show the participants how to send a message.

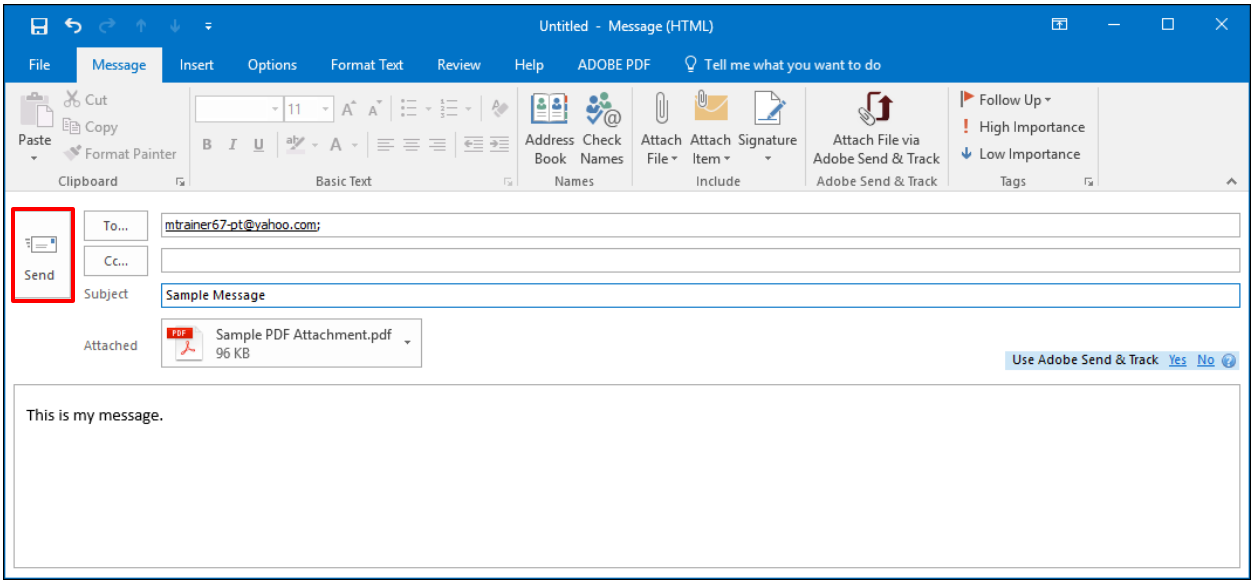
1. Enter the addresses for the recipients, if you have not already done so. If not, when you try to send the message, you will receive an error message.



2. Enter the Subject of the message. Remember that this information shows in the recipient's Message list to help identify the contents of the message. If you don't include a Subject, when you try to send the message, you will receive a warning message.



3. Select **SEND**.



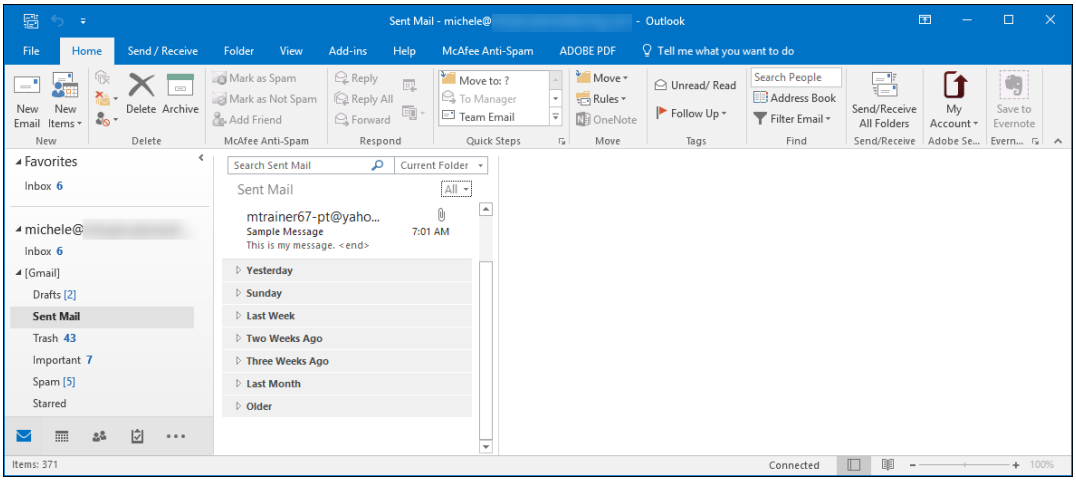
Recall a Message

If you send a message by mistake, it may be possible to recall it.

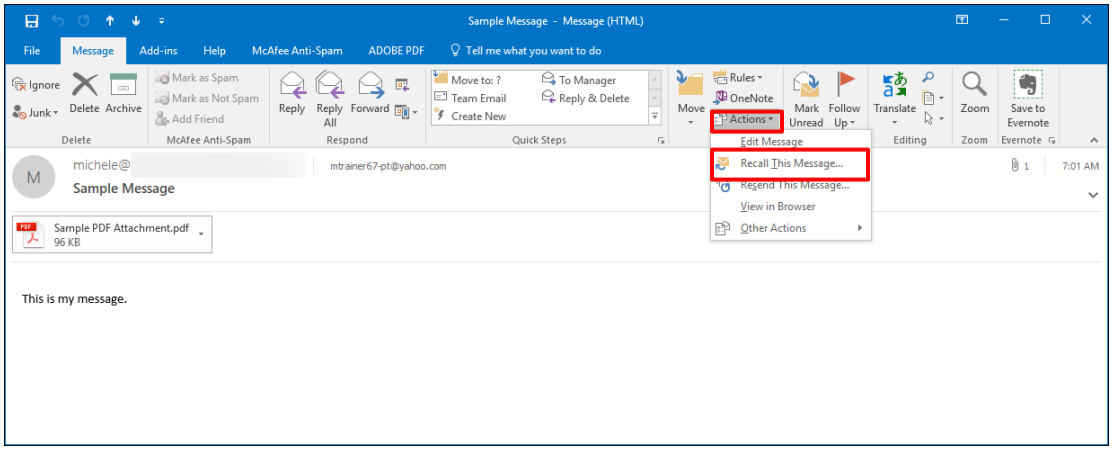
Topic Objective	Recall a message
Topic Summary	Find the message in your Sent Mail folder and open it. Select the **Actions** tool on the **Message** tab and select **Recall This Message**. Outlook will attempt to recall the message if it is possible. Indicate how to handle the recall – either to have Outlook delete unread copies of the message, or delete unread copies and replace with a new message.
Materials Required	Message sent in previous topic
Recommended Activity	Have the participants open the sent message and attempt to recall it.
Stories to Share	If the Recall This Message option isn't available under Actions, you don't have an Exchange account or the feature isn't available in your organization. The success of recalling a message depends on your settings, your organization, and the recipient's email configuration. In some scenarios, the recipient may receive the original message, a notification that you want to delete the message, or both.

Show the participants how to recall a message.

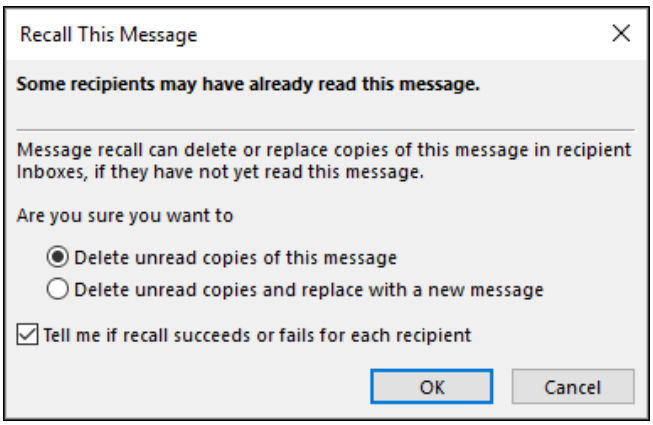
1. Find the message that you want to recall from the **SENT ITEMS** folder.



2. Double-click the message to open it.
3. Select the **ACTIONS** tool from the Message tab on the Ribbon.
4. Select **Recall This Message**.



5. Outlook opens the *Recall This Message* dialog box. Select one of the following:
   a. **DELETE UNREAD COPIES OF THIS MESSAGE**
   b. **DELETE UNREAD COPIES AND REPLACE WITH A NEW MESSAGE**
6. Check the **TELL ME IF RECALL SUCCEEDS OR FAILS FOR EACH RECIPIENT** box if you want notification.
7. Select **OK**.



8. If you chose **DELETE UNREAD COPIES AND REPLACE WITH A NEW MESSAGE,** Outlook opens a new message with the recipients, subject, and body text of the original message. Make any changes necessary to the recipients, subject, or body and select **SEND**.

Format and Check Messages

Estimated Time for this Lesson	**25 minutes**
Topics in this Lesson	• Format text • Apply styles • Apply themes • Insert pictures and screenshots • Insert hyperlinks • Use Spell Check

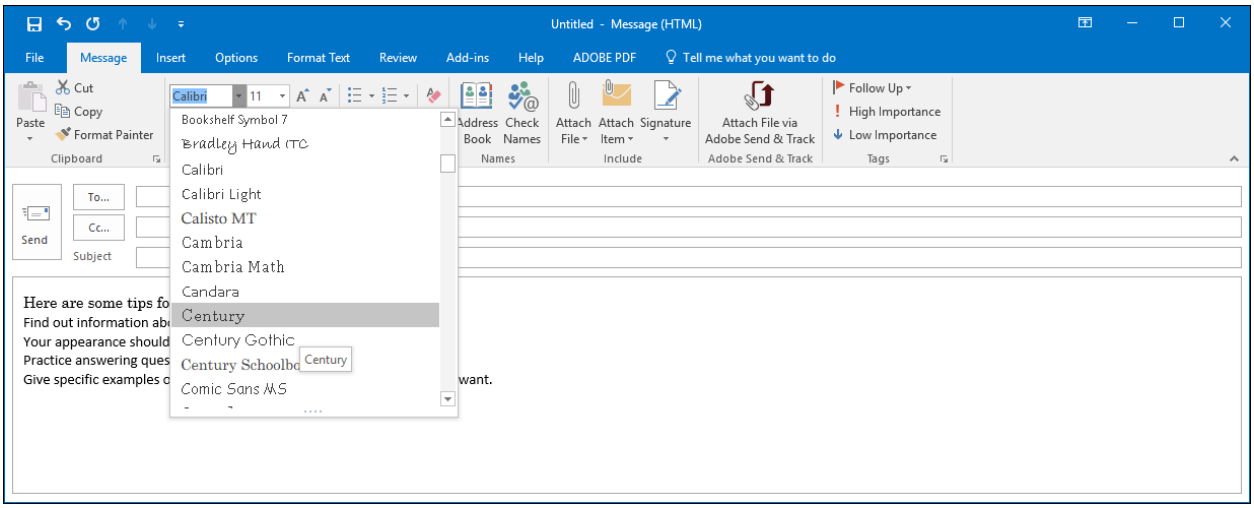
Format Text

Format the text in your messages to send email that looks great.

Topic Objective	Format font and paragraphs in email messages
Topic Summary	When working in a message, the **Message** tab on the Ribbon includes basic text formatting for your fonts, as well as alignment, indent, bullets and numbering tools.
Materials Required	A new or existing message
Recommended Activity	Have the participants enter text and practice changing the font and size of text. Have the participants create a bulleted list.

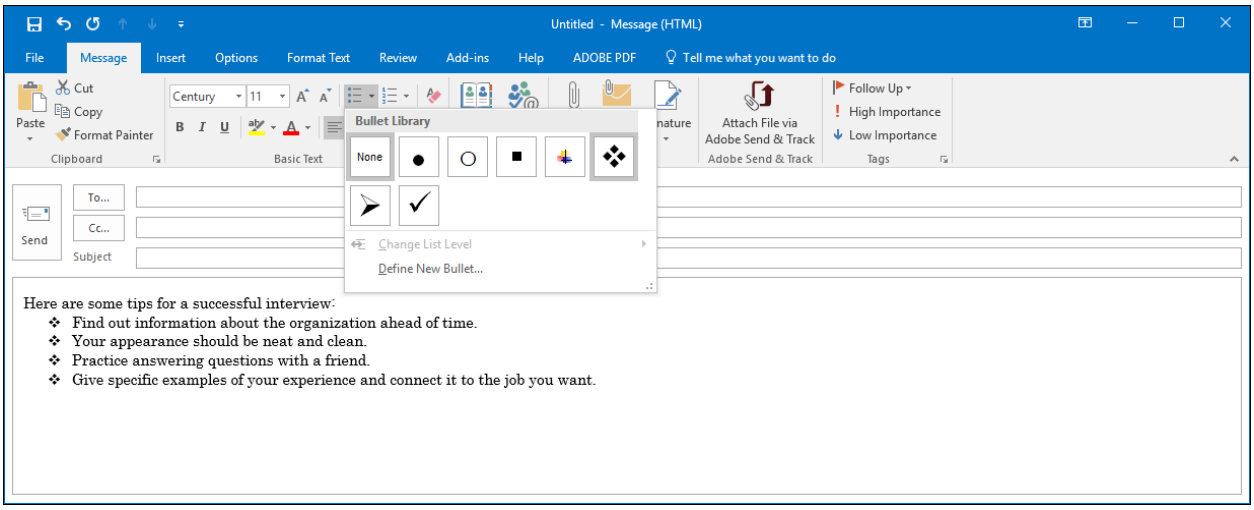
Show the participants how to format font characteristics. The Font family is used in the following example.

1. Highlight the text you want to change by clicking and dragging over the selected text.
2. Select the arrow next to the Font name to see the list of fonts.
3. As you hover the mouse over the font names, Outlook displays a preview of that font on the selected text. Select the new Font family to change the font.



Show the participants how to format paragraph characteristics. The bulleted list is used in the following example.

1. Place your cursor anywhere in the paragraph you want to format. You can select multiple paragraphs to format them the same way.
2. Select the Bullet tool and select the desired bullet type.



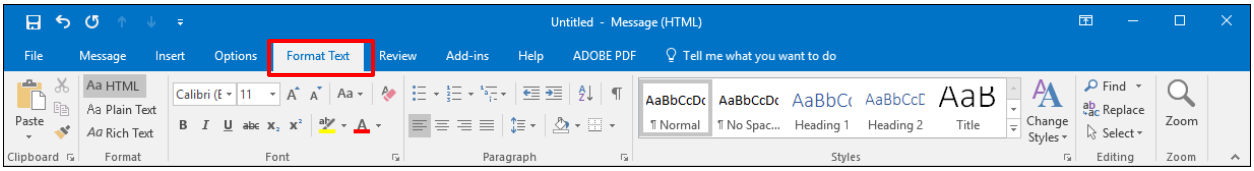
Apply Styles

Styles are a quick way to give your email a professional finish, combining font and paragraph formatting.

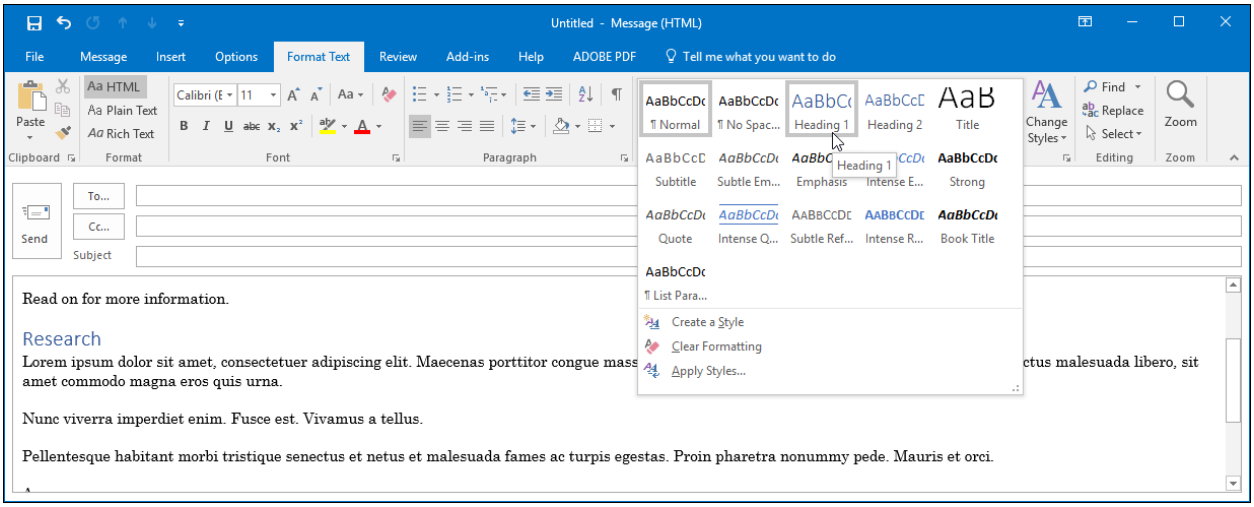
Topic Objective	Apply styles to message text
Topic Summary	The **Format Text** tab on the Ribbon includes a number of built-in styles. Select the text you want to format and select the style you want to apply.
Materials Required	The message from the previous topic
Recommended Activity	Have the participants practice applying styles to text.

Show the participants how to apply a style to text in an email message.

3. Select the text you want to format, or simply place your cursor in the word or paragraph you want to format.
4. Select the **FORMAT TEXT** tab from the Ribbon.



5. Open the Style Gallery by clicking the down arrow next to the styles shown in the Styles group. Notice that as you hover the mouse over a style name, the selected text previews that style.



6. Select the desired style to apply it to the current word or paragraph.

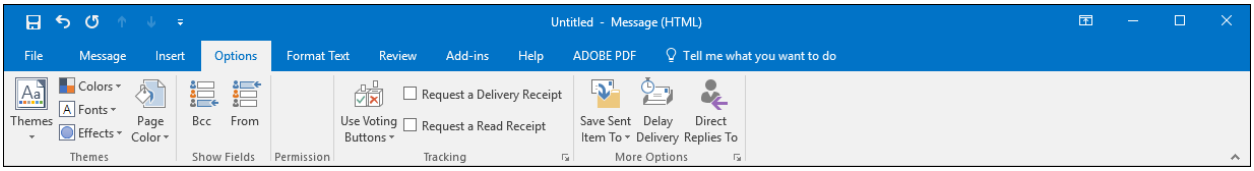
Apply a New Theme

Themes provide a comprehensive look and feel for your messages. Themes include fonts, colors and other design elements.

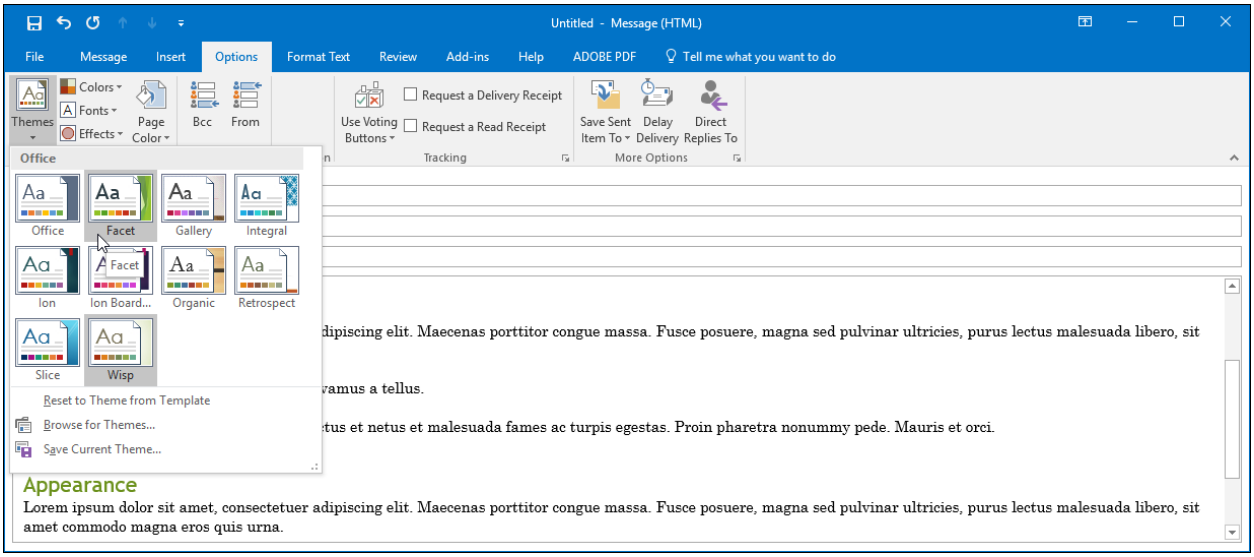
Topic Objective	Apply a theme to a message
Topic Summary	The Options tab on the Ribbon includes the built-in Theme options. Select a theme to apply its colors, fonts, effects and page color to your message.
Materials Required	The message from the previous topic
Recommended Activity	Have the participants apply a new theme to the message.

Show the participants how to apply a theme.

7. Select the **OPTIONS** tab from the Ribbon.



8. Select **THEMES**.
9. Select the Theme you want to use. The message text that is visible previews each theme as you hover over it.



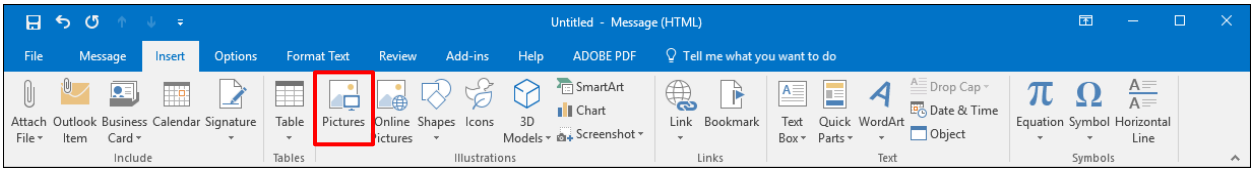
Insert Pictures

You can easily add pictures and screenshots to your message to enhance your communications.

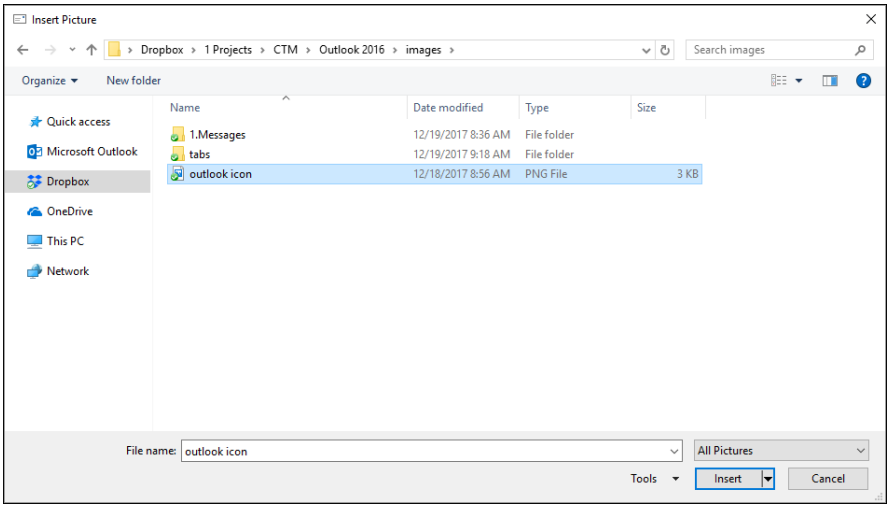
Topic Objective	Insert a picture and a screenshot into a message
Topic Summary	The **Insert** tab of the Ribbon includes the **Pictures** tool to insert an image file and the **Screenshot** tool to capture an image of your screen.
Materials Required	The message from the previous topic
Recommended Activity	Have the participants practice inserting an image. Have the participants practice inserting a screenshot.
Stories to Share	The Screenshot gallery includes images of the windows you currently have open, or you can take a screen clipping by drawing a box around the section of the screen you want to capture.

Show participants how to insert a picture from a file.

10. Place your cursor in the location in the email where you want the picture to appear.
11. Select the **Insert** tab from the Ribbon.
12. Select **Pictures**.



13. Navigate to the location of the file on your computer or other media and highlight the file you want to insert.

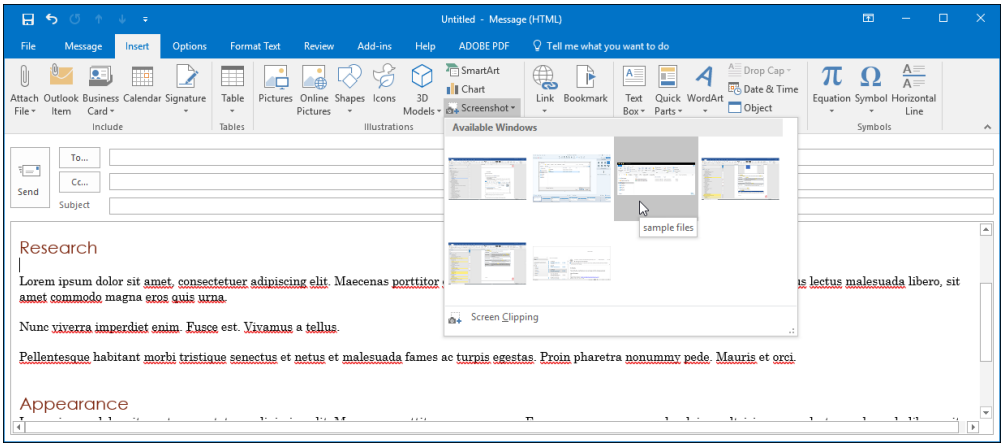


14. Select **Insert**.

Outlook inserts the picture.

Show the participants how to insert a full size screenshot.

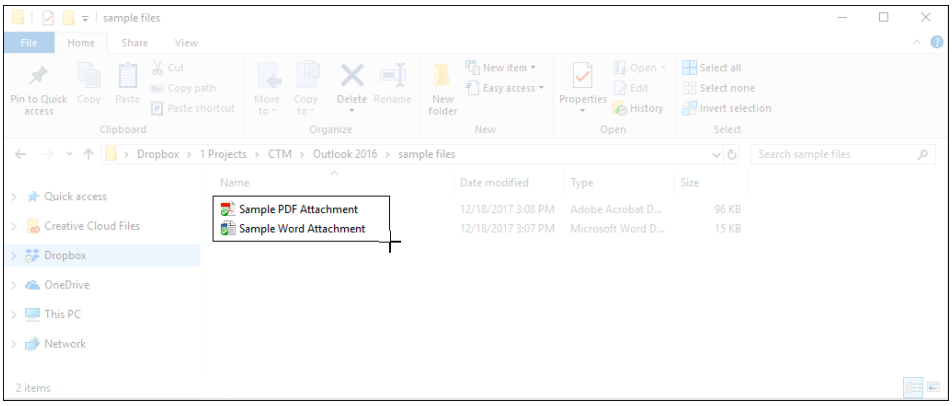
15. Select the **Insert** tab from the Ribbon.
16. Select **Screenshot**.
17. The Screenshot gallery includes a thumbnail image of other windows you have open. Select the image that you want to insert.



Outlook inserts the image and may scale it to the width of your message.

Show the participants how to insert a screen clipping.

18. Make sure that the area of the screen you want in your document is ready to capture. Outlook will automatically return to the previous window for a screen clipping.
19. Select the **Insert** tab from the Ribbon.
20. Select **Screenshot**.
21. Select **Screen Clipping**.
22. Drag the mouse to capture the area of the screen that you want to insert in your presentation. The screen is slightly greyed out, except for the area you are capturing.



23. When you release your mouse, Outlook inserts the screen clipping into the message at the current cursor position.

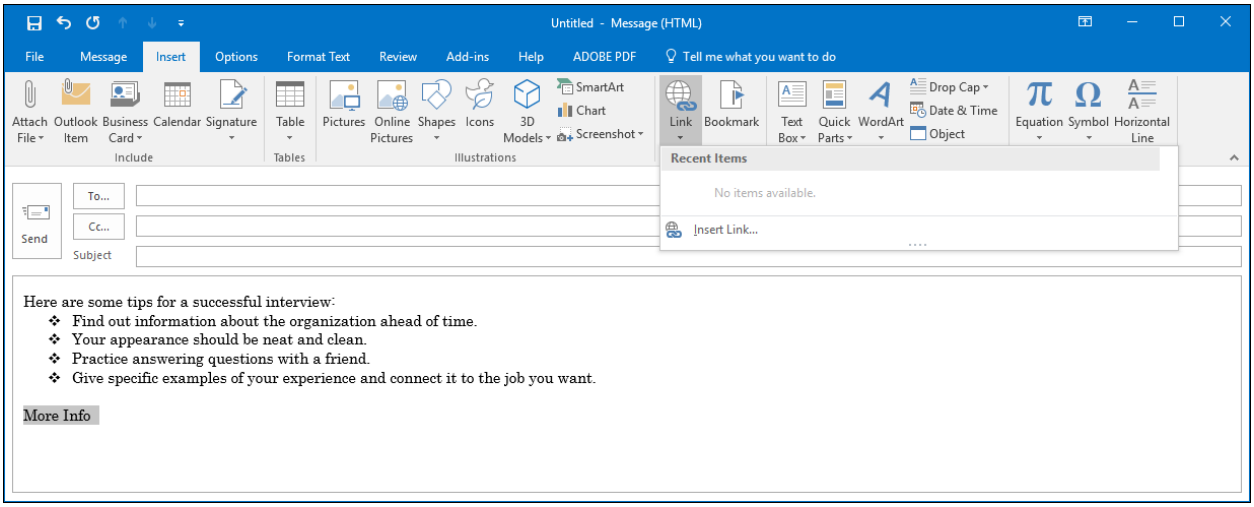
Insert Hyperlinks

Hyperlinks provide a clickable shortcut to another location.

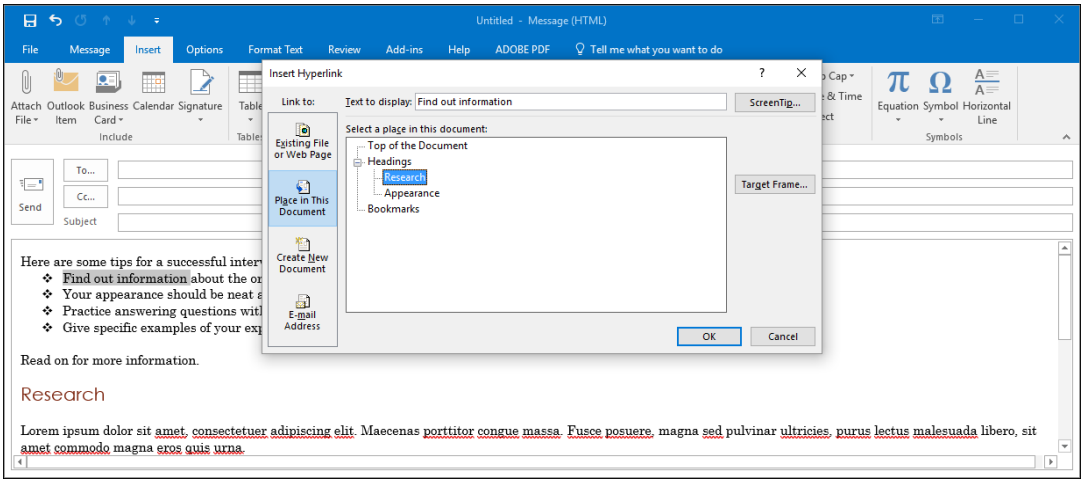
Topic Objective	Insert a hyperlink
Topic Summary	Use the **Insert** tab on the Ribbon and the **Link** tool to link to another place in the message or anywhere on the web.
Materials Required	The message from the previous topic
Recommended Activity	Have the participants insert a hyperlink.
Stories to Share	You can turn an image into a hyperlink, such as to create your own buttons.

Show the participants how to add a hyperlink to text. In this example, we'll link to another location in the message that has had the Heading 1 style applied.

1. Select the text that will be clicked to follow the hyperlink.
2. Select the **INSERT** tab from the Ribbon.
3. Select **INSERT LINK**.

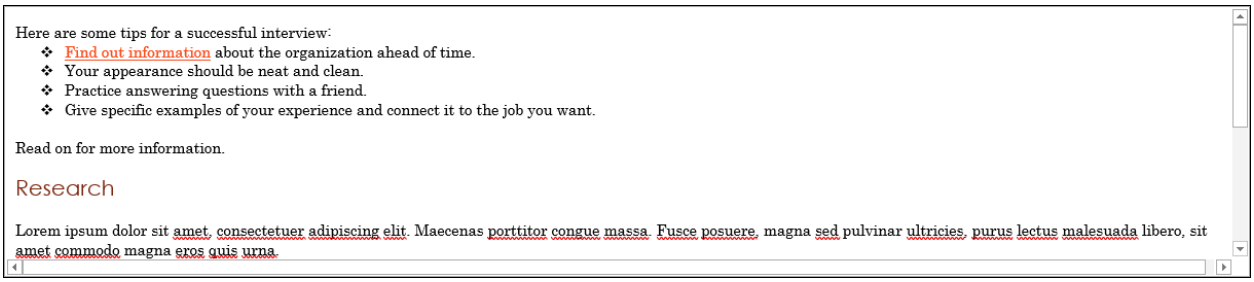


4. Select **Place in This Document**.
5. Select the Heading of the text you want for the link.



6. Select **OK**.

The link is inserted and indicated by underlining and the current theme color.



Use Spell Check

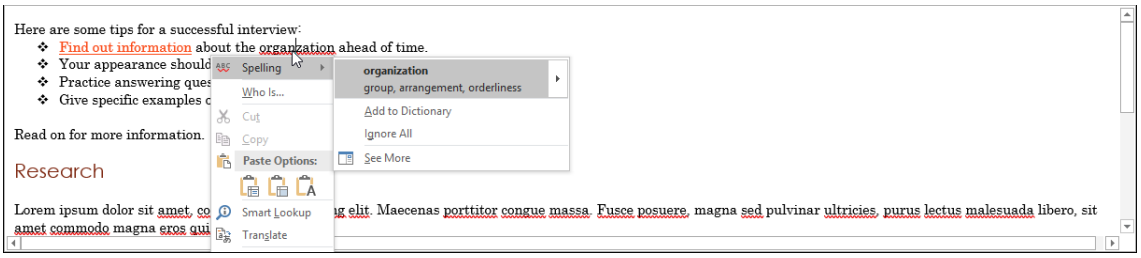
Make sure your email text is accurate by performing a spell check.

Topic Objective	Correct spelling errors
Topic Summary	Outlook checks your spelling as you type and marks any suspect words with a red wavy underline. You can right-click a word to use the context menu to correct it. The Review tab on the Ribbon includes the Spelling & Grammar to open the Spelling and Grammar dialog box for additional options.
Materials Required	The message from the previous topic, with a word misspelled in the text
Recommended Activity	Have the participants right-click the spelling errors to correct a mistake. Have the participants open the Spelling and Grammar dialog box.

Show the participants the context menu for a misspelled word. The following example uses a misspelling of the word “organization.”

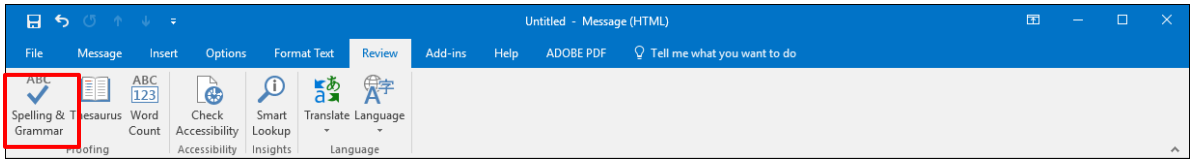
24. Right click on a misspelled word to display the context menu.

25. Select Spelling.
26. Select the version of the word that you want to use to correct the error.

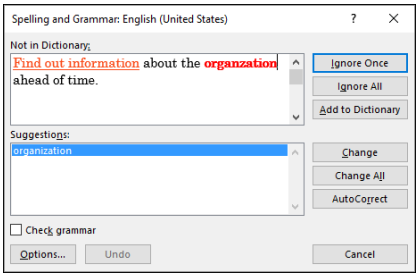


Show the participants how to open the Spelling dialog box.

27. Select the **REVIEW** tab from the Ribbon.
28. Select **SPELLING & GRAMMAR**.



Discuss the options on the *Spelling and Grammar* dialog box.



- The **IGNORE ONCE** button allows you to keep the word as the current spelling, but only for the current location.
- The **IGNORE ALL** button allows you to ignore the misspelling for the whole document.
- The **ADD TO DICTIONARY** button allows you to add the word to your dictionary for all Outlook items.
- The **SUGGESTIONS** area lists possible changes for the misspelling. There may be many choices, just one, or no choices, based on Outlook's ability to match the error to other possibilities.
- The **CHANGE** button allows you to change the misspelled word to the highlighted choice in the Suggestions area. You can highlight any word in the Suggestions area and select Change.
- The **CHANGE ALL** button allows you to notify Outlook to make this spelling correction any time it encounters this spelling error in this document.
- **AUTOCORRECT** automatically corrects your spelling errors.
- Select **OPTIONS** to view additional spelling settings on the Options dialog box.

Module Two: Review Questions

29. What information do you provide Outlook in the first step of connecting your email address?
    a. Your email address
    b. Your password
    c. Both your email address and password

    The first screen asks for only the email address so that Outlook can evaluate the address before prompting for the password.

30. The Message list preview includes what information?

    The message previews shows the subject, sender and first line(s) of message text.

31. You can preview attachment files for many file types right in the Reading pane.
    a. True
    b. False

    If the file is safe and Outlook is able, you can see a preview of attachments in the Reading pane without opening the attachment.

32. When you click the X next to an item in the Inbox Message list, the item is gone forever.
    a. True
    b. False

    The item is removed from the Inbox or current folder and moved to the Deleted Items or Trash folder. Items deleted from that folder are removed completely after confirmation.

33. What are the ways that Outlook considers a message read?

    A message has been "read" when you highlight it in the message list to view in the Reading pane, when you open the message, or when you manually mark the message as read.

34. Name four of the sorting options for the Message list.

    The View tab includes the following Arrangement options: Date, From, To, Size, Subject, Type, Attachments, Account and Importance.

35. You can just type an email address in the To, CC, or Bcc fields to address a message.
    a. True
    b. False

    If you don't have contacts in Outlook yet, you can enter an email address into one of the address fields. Outlook checks the format (name@domain.com) for accuracy.

36. Which tab includes the option to change your message Theme?
    a. Message
    b. Options
    c. Format Text
    d. None of the above

    Themes are available on the Options tab.

37. Which of the following is NOT available on the **Insert** tab?
    a. Picture
    b. Screenshot
    c. Hyperlink
    d. Styles

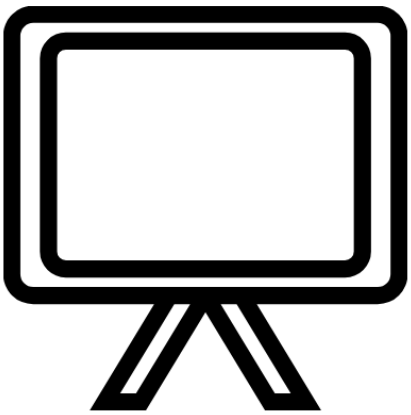
    The Styles are available from the Format Text tab. The other items can be added from the Insert tab.

38. How does Outlook point out spelling errors as you type your message?

    Outlook displays a red wavy underline for suspect words. A context menu available by right-clicking on the word allows you to select the correction.

PowerPoint Slides

Below you will find the PowerPoint sample. The slides are based on and created from the Instructor Guide. PowerPoint slides are a great tool to use during the facilitation of the material; they help to focus on the important points of information presented during the training.



Module Two: Communicate with Email

This module looks at how you can connect your email address to Outlook and start reading and processing messages. You'll also learn how to forward and reply to messages, as well as how to create and send new message.

Communication works for those who work at it.
John Powell

Lesson: Start Communicating with e-Mail

In this lesson, we'll introduce the following topics:

- Set up email account
- Preview messages
- Read messages
- Preview attachments
- Forward and reply to messages

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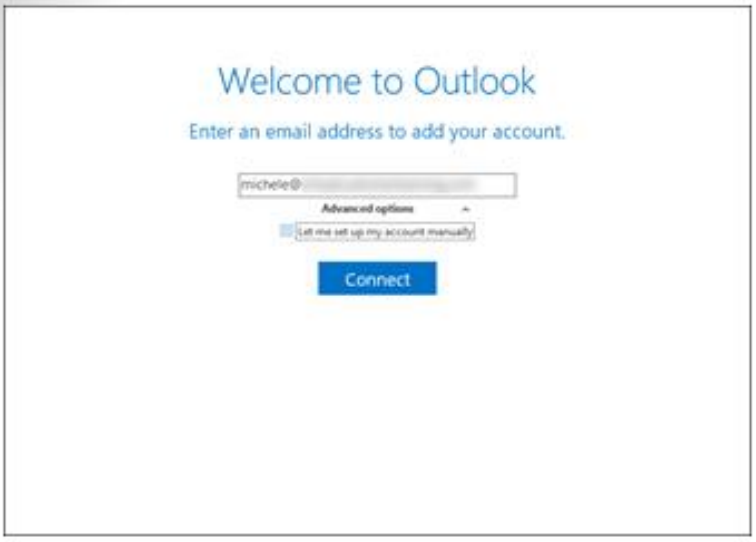
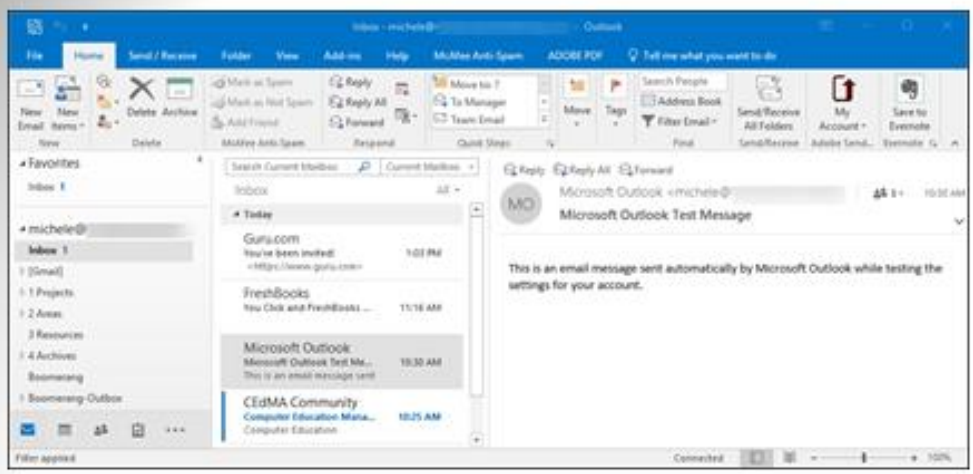
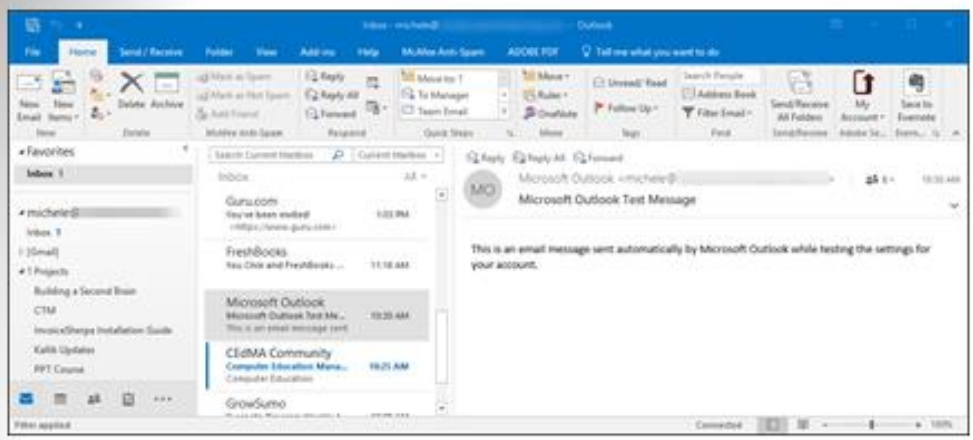
Set Up Email Account



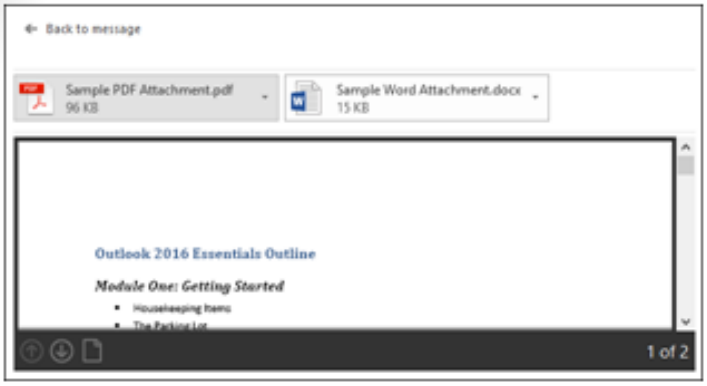
Preview Messages



Read Messages



Preview Attachments



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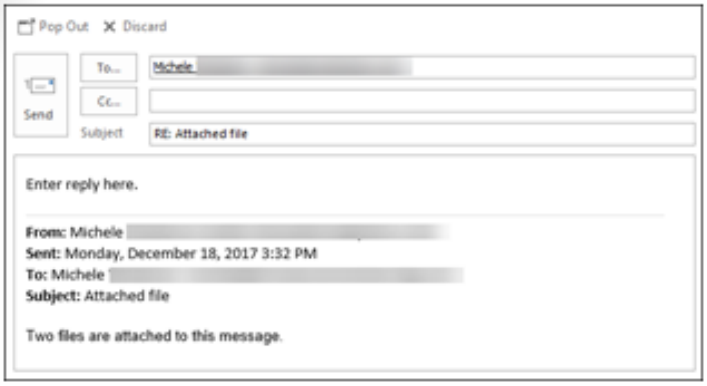
Forward and Reply to Messages



Lesson: Process Messages

In this lesson, we'll introduce the following topics:

- Delete Messages
- Mark a Message as Read or Unread
- Flag Received Messages
- Sort Messages
- Print a message
- Save message attachments

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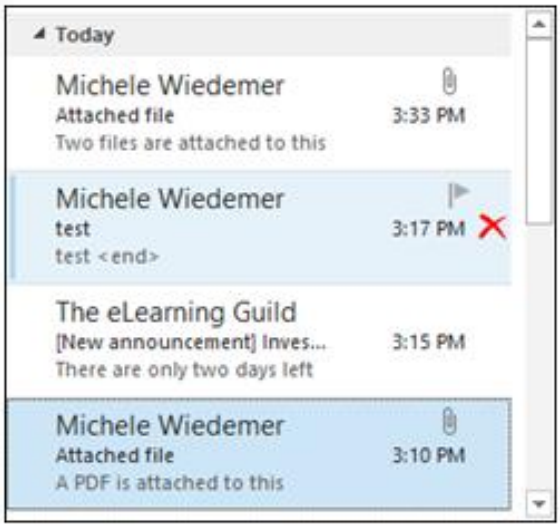
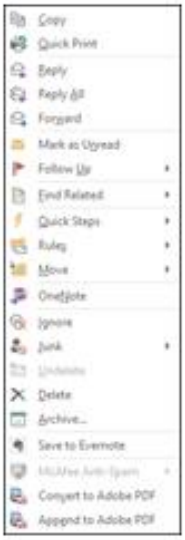
Delete Messages



Mark a Message as Read or Unread



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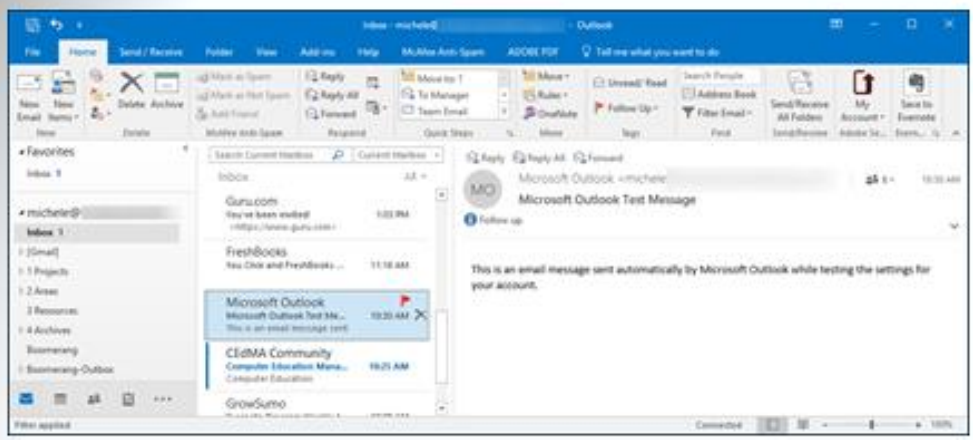
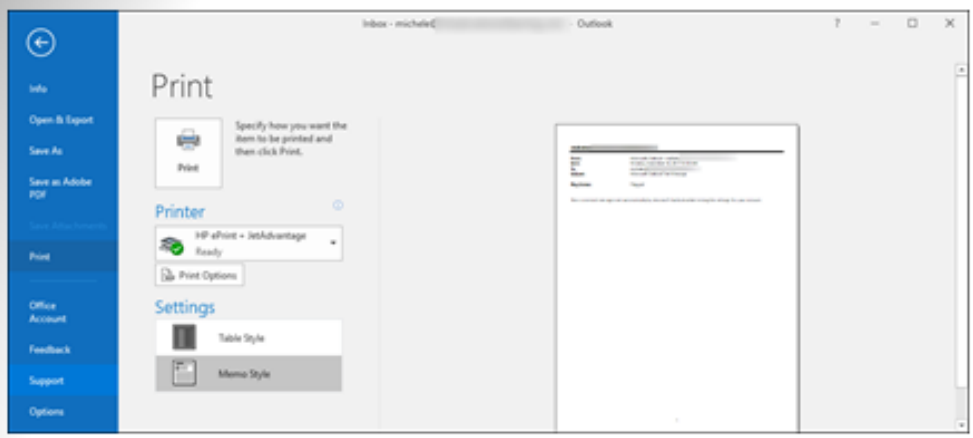
Flag Received Messages

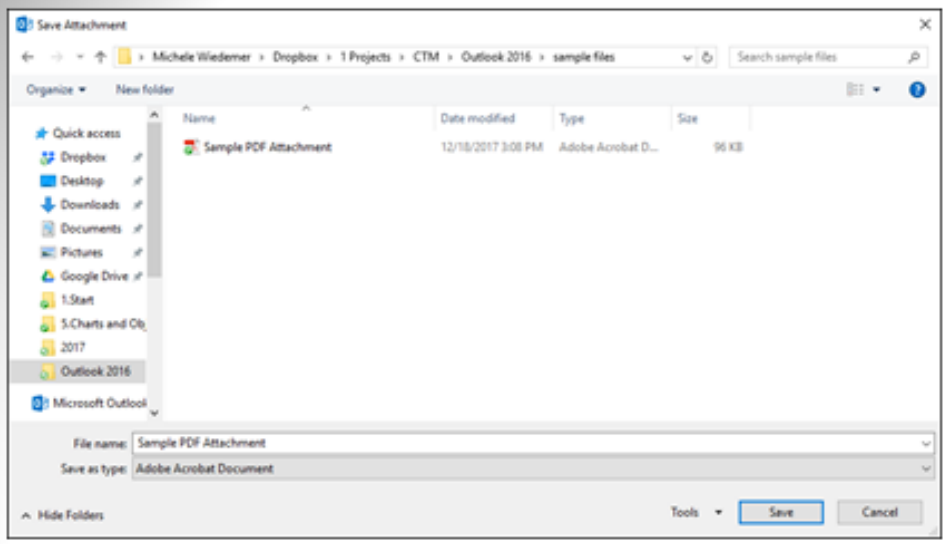


Sort Messages

Print a Message



Save Message Attachments



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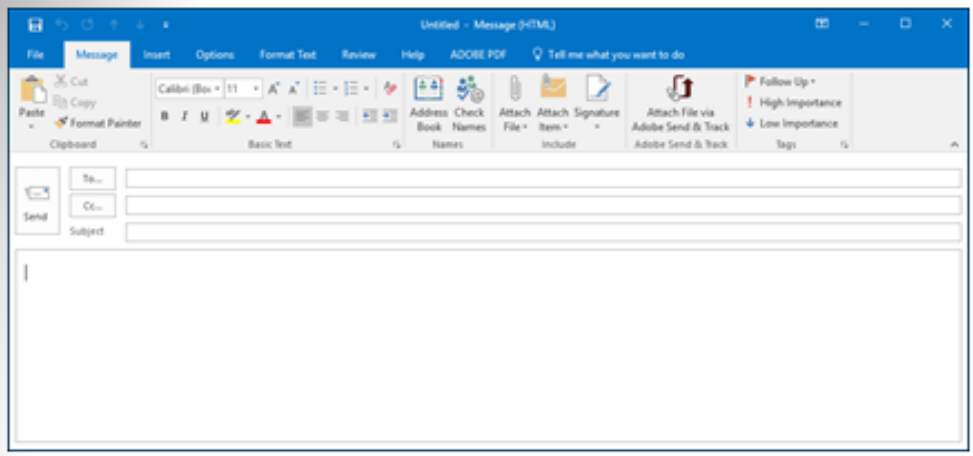
Lesson: Create Messages

In this lesson, we'll introduce the following topics:

- Create a Message
- Address a Message
- Add or Remove Message Attachments
- Send Message
- Recall a message

Create a Message



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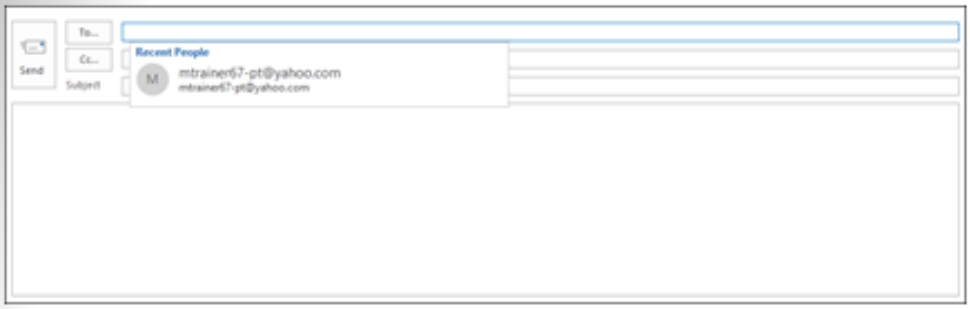
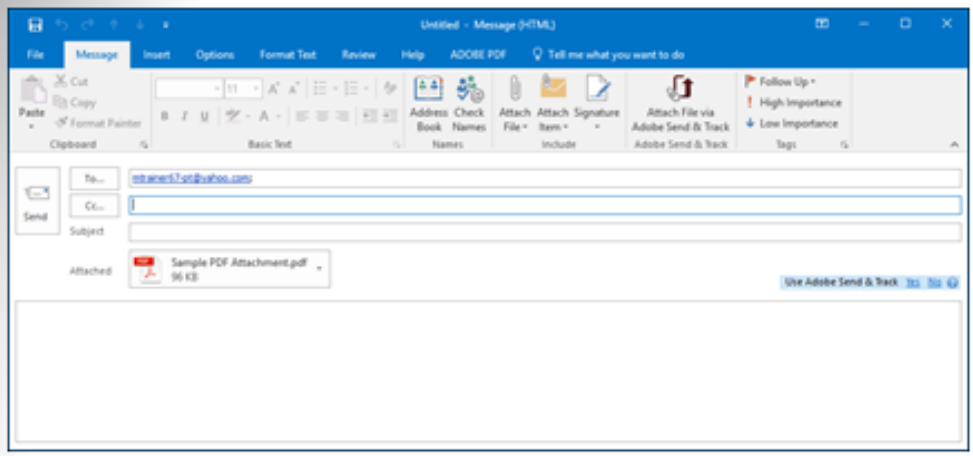
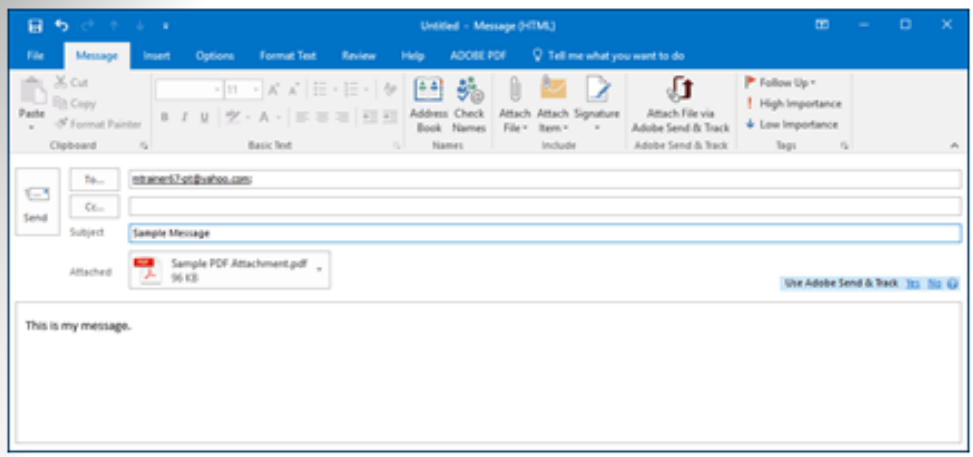
Address a Message



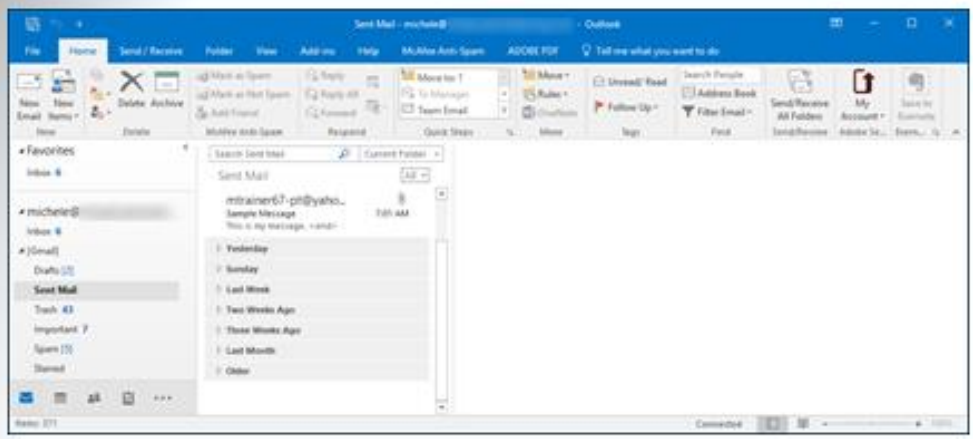
Add or Remove Message Attachments



Send Message



Recall a Message



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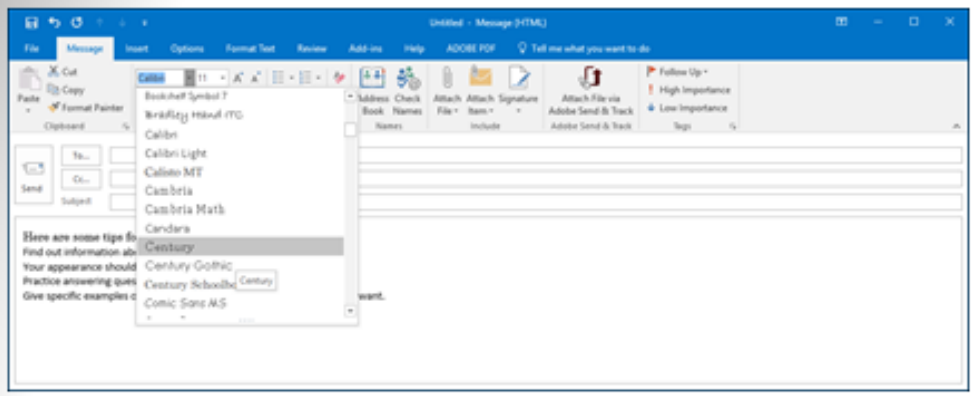
Lesson: Format and Check Messages

In this lesson, we'll introduce the following topics:

- Format text
- Apply styles
- Apply themes
- Insert pictures and screenshots
- Insert hyperlinks
- Use Spell Check

Format Text



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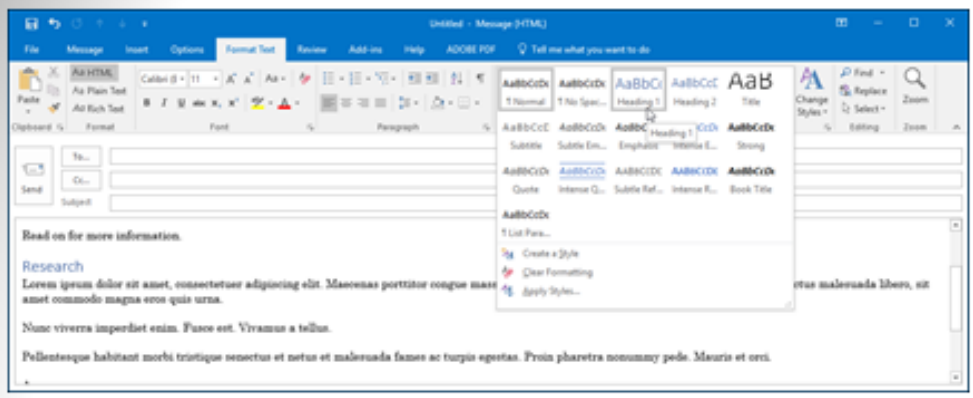
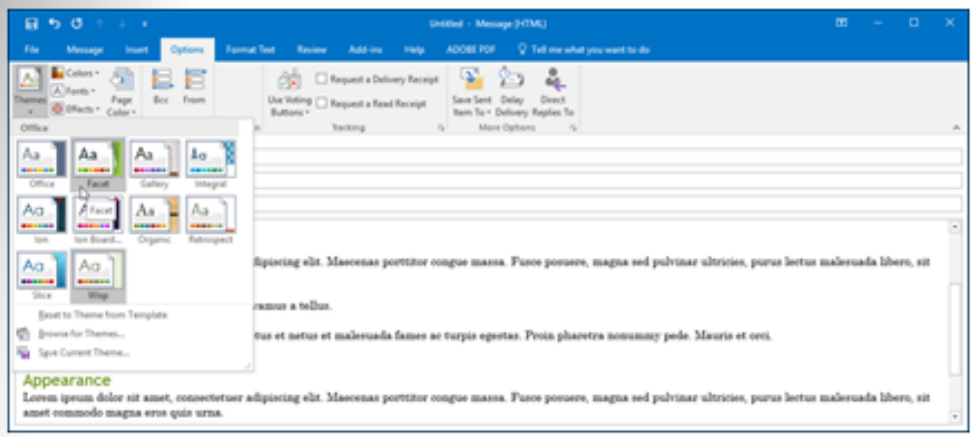
Apply Styles



Apply Themes



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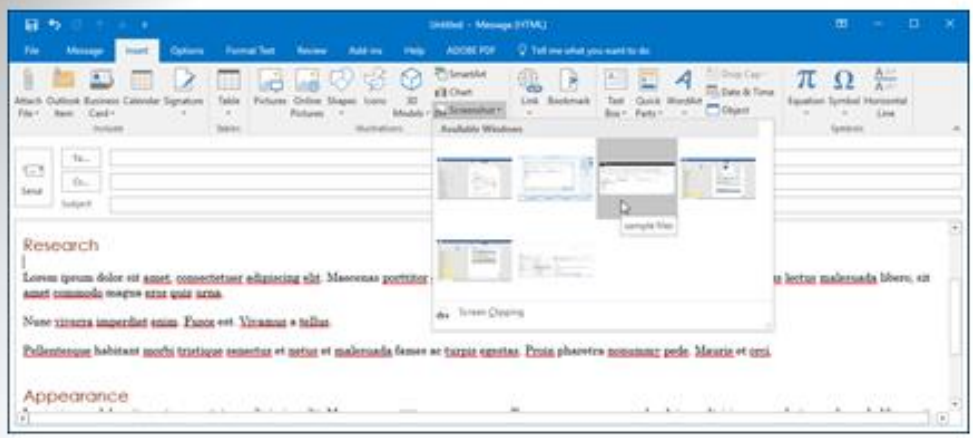
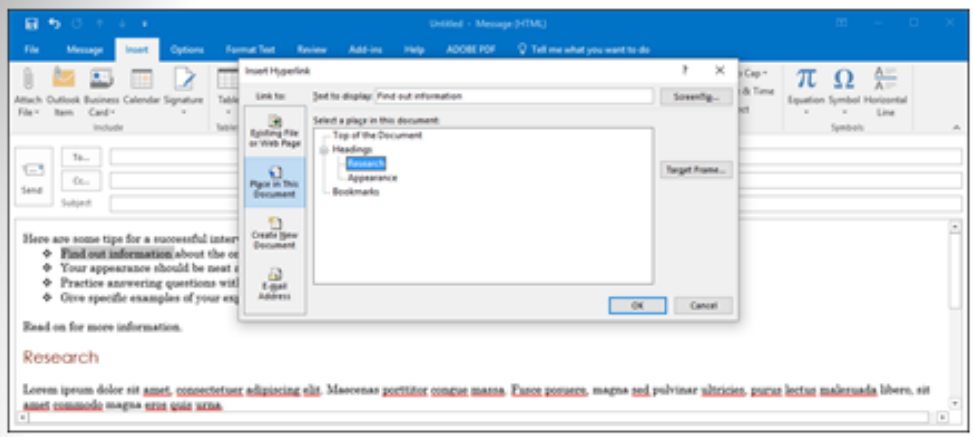
Insert Pictures and Screenshots



Insert Hyperlinks



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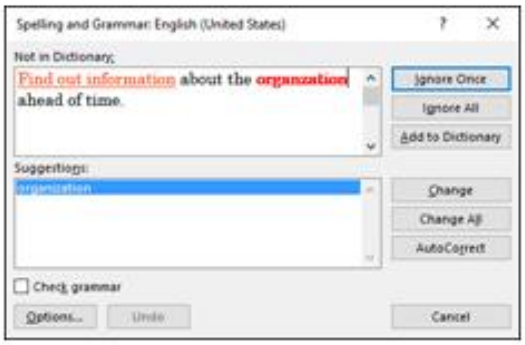
Use Spell Check



Module Two: Review Questions

1. What information do you provide Outlook in the first step of connecting your email address?
   a. Your email address
   b. Your password
   c. Both your email address and password
2. The Message list preview includes what information?

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Module Two: Review Questions

1. What information do you provide Outlook in the first step of connecting your email address?
   a. Your email address
   b. Your password
   c. Both your email address and password

2. The Message list preview includes what information?
   The message previews shows the subject, sender and first line(s) of message text.

Quick Reference Sheets

Below is an example of our Quick Reference Sheets. They are used to provide the participants with a quick way to reference the material after the course has been completed. They can be customized by the trainer to provide the material deemed the most important. They are a way the participants can look back and reference the material at a later date.
They are also very useful as a take-away from the workshop when branded. When a participant leaves with a Quick Reference Sheet it provides a great way to promote future business.

Outlook 2016 Essentials

Create a New Message

1. Select the **NEW EMAIL** tool from the **HOME** tab on the Ribbon.
2. A new window opens.
3. Select the **TO** or **CC** in the email header and enter the email address(es). Outlook will show a list of **Recent People**. You can click on a name to quickly add that person's address.
4. Enter the **Subject** of the message to help recipients identify the content.
5. Place your cursor in the message area and begin typing to enter your message.
6. Select **Send**.

Attach File to Message

1. Select **ATTACH FILE** from the **MESSAGE** tab on the Ribbon.
2. Select a **Recent Item** to attach it, or select **Browse This PC** to locate a file.
3. In the *Insert File* dialog box, navigate to the location of the file you want to attach.
4. Highlight the file and select **INSERT**.
5. Outlook creates a new line in the message header for **ATTACHED**.

Sort Messages

1. Select the **VIEW** tab from the Ribbon.
2. Select a sorting arrangement.

Using Backstage View

Select the **File** tab from the Ribbon to open the Backstage View for importing, printing and saving messages, contacts and calendars.

Mark Messages as Read or Unread

1. Select the message in the Message List.
2. Select **UNREAD/READ** from the **HOME** tab on the Ribbon.

You can also right-click on the message in the Message list and select Mark as Read or Mark as Unread from the context menu.

Save Message Attachments

1. In the Messages list, select the message with the attachment.
2. In the Reading pane, select the small arrow next to the icon for the attachment you want to save.
3. Select **Save As** from the context menu.
4. In the Save Attachment dialog box, navigate to the location where you want to save the file and select **Save**.

Create a Signature

1. Select **Signature** from the **Message** tab of the Ribbon.
2. Select **Signatures** to open the *Signatures* dialog box.
3. Select **NEW** to create a new signature.
4. Enter the name for the signature and select **OK**.
5. In the **Edit Signature** area, enter the signature text. Use the Font and Paragraph tools to get the signature line looking like you want it. You can also insert a picture or a hyperlink to a website.
6. Select **Save** when you have finished.

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Create a Recurring Calendar Item

1. In a new or existing Appointment window, select **Recurrence** from the **Appointment** tab on the Ribbon.
2. The **Appointment time** details are pre-filled from the Appointment, but you can change the **Start** and **End** time, if necessary.
3. Select the **Recurrence Pattern** option. You can choose **Daily**, **Weekly**, **Monthly**, or **Yearly**.
4. Enter the **Recurrence pattern** details, depending on which recurrence pattern option you chose:
    a. For **Daily** recurrence, enter the number of days between recurrences or select Every weekday.
    b. For **Weekly** recurrence, enter the number of weeks between recurrences and check the box for the day(s) of the week for the appointments.
    c. For **Monthly** recurrence, you can choose a date of the month or a recurrence based on a specific day of the week. In either case, also choose a number of months between recurrences.
    d. For **Yearly** recurrence, enter the number of years between recurrences and choose a date or a recurrence based on a specific day of the week in a specific month.
5. Indicate the **Range of Recurrence** from the **Start** drop down list. You can choose **No End Date** or you can end after a certain number of times or on a certain date.
6. Select **OK**.
7. Complete the other Appointment details (such as reminder options and any additional information about the appointment) and select **Save & Close**.

Add an Internet Calendar

1. Find the link for the calendar you want to connect to (i.e., Google calendar) and copy it.
2. Select **Open Calendar** from the Calendar **Home** tab on the Ribbon.
3. Select **From Internet**.
4. In the **New Internet Calendar Subscription** dialog box, paste the link.
5. Select **OK**.
6. Select **Yes** in the confirmation window if you want to keep the internet version and the Outlook version in sync.
7. Outlook processes the calendar subscription and opens the calendar next to your existing calendar.

Share a Calendar in Email

1. In the Calendar view, select **Email Calendar** from the **Home** tab on the Ribbon.
2. In the **Send a Calendar via Email** dialog box, select which calendar you want to share from the drop down list.
3. Select the **Date Range** from the drop down list.
4. Select the level of detail you want to share.
5. Select **OK**.
6. A new message opens with the iCalendar file attached. The message includes the date range and detail level you selected. Complete the message address(es) and any additional message details and select **Send**.

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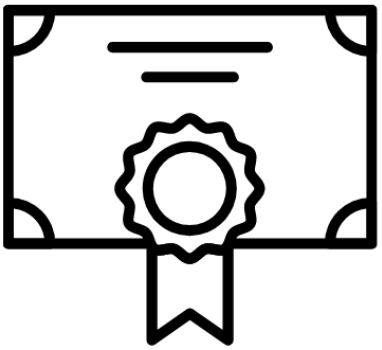
Certificate of Completion

Every course comes with a Certificate of Completion where the participants can be recognized for completing the course. It provides a record of their attendance and to be recognized for their participation in the workshop.



CERTIFICATE OF COMPLETION

[Name]

Has mastered the course

Outlook 2016 Essentials

Awarded this _____ day of _____, 20___

Presenter Name and Title

_____