



CENTRAL BANK OF EGYPT
Egyptian Banking Institute

Microsoft Outlook

ACCREDITED BY



A Partnership for Quality™

Information Technology



100-P26-CE-V2



In-Class



16 hours

Course Description:

This training course is designed for participants who want to develop their skills from basic to advanced levels in Microsoft Outlook. Participants will learn to navigate the Outlook interface, perform essential email tasks, compose and send emails, manage calendars and schedule meetings, organize and manage contacts, utilize tasks and notes, apply signatures and themes, optimize inbox management, and handle multiple email accounts, all through a structured training course using the Microsoft Outlook interface, achieving proficiency in all listed tasks and features.

Target Audience:

This course is intended for participants who want to have basic skills passing to advance with Microsoft Outlook who want to learn higher-level skills or participants who want to learn the topics covered in this course in the interface.

Course Objectives:

- Identify the Outlook Interface.
- Perform Popular Tasks in Outlook.
- Manage Messages in Outlook.
- Organize events using the calendar.
- Organize Contacts.
- Use Tasks and Notes
- Apply Signature and Themes.
- Optimize Inbox Management.
- Handle Multiple Email Accounts.

Course Outline:

Module 1: The Outlook Interface

- Overview of the Outlook Interface.
- The Ribbon.
- Tabs, Groups, and Commands on the Ribbon.
- The Backstage View (File Menu).

Module 2: Performing Popular Tasks in Outlook

- Setting Up an Email Account.
- Open Email Messages.
- Reply to and Forward Email Messages.
- Preview and Save an Attachment.
- Print a Message.
- Delete a Message.
- Save a Message in an Alternate Format.
- Delegate Access.
- Customize the Navigation Pane.

Module 3: Working with Messages

- Compose a Message.
- Add an Attachment.
- Add Voting Options.
- Check Spelling and Grammar.
- Format Text.
- Use Microsoft Word to Edit Messages.
- Insert a Hyperlink or Image in a Message.
- Send a Message.

Module 4: Working with the Calendar

- Change Your Calendar View.
- Set Up Availability Status.
- Print Your Schedule.
- Share Your Calendar.
- Schedule a Meeting.
- Make Updates to Meetings.
- Cancel a Meeting.
- Reply to a Meeting Invitation.
- Schedule an Appointment.
- Make Updates to an Appointment.
- Create Calendar Groups.
- Delete a Calendar.



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- Work with Calendar Items.
- Create and Add Calendars.

Module 5: Organizing Contacts

- Add, Delete, Import, and Print a Contact.
- Update a Contact.
- Locate a Contact.
- Sort Contacts.
- Work with Contact Groups.
- Manage Multiple Address Books.
- Perform a Mail Merge.

Module 6: Working with Tasks and Notes

- Create a Task.
- Print a Task.
- Update a Task.
- Search for Tasks.
- Assign a Task.
- Reply to a Task Request.
- Track Tasks.
- Change Your Task View.
- Work with Notes.

Module 7: Using Signature and Themes

- Create a Signature.
- Automatically Add a Signature to Messages.
- Modify a Signature.
- Format Outgoing Messages.
- Create and Apply a Theme.

Module 8: Managing Your Inbox

- Search for Messages.
- Create Search Folders.
- Sort Messages.
- Add New Local Folders.
- Move Messages between Folders.
- Group Your Mailbox Items.

- Filter Messages.
- Organize Messages.
- Create and Manage Rules.
- Manage Your Junk Email.
- Archive Your Messages.
- Create an Outlook Data File.
- Create a Quick Step.
- Add Protection to Your Outgoing Messages.
- Create Auto-Replies.

Module 9: Working with Multiple Email Accounts

- Setting Up Multiple Accounts in Outlook.
- Send Emails from Different Accounts.
- POP vs. IMAP Email Programs.

Assessment and Attendance Strategy:

- Participants will be evaluated based on their participation in class discussions and individual exercises.
- Each Participant must achieve 80% attendance of the total in-class sessions.

Course completion will grant participants:

- 1.3 CEUs

Course Language:

- Material: English
- Instruction and Explanation: Bilingual (EN <>AR)

Prerequisites:

- Good Knowledge of Microsoft Windows