



## Preparation for part of the Microsoft Office Specialist (77-423) certification exam.

**Course Overview:** This course introduces the tools necessary for managing e-mails, scheduling tasks, and communication. It addresses the basic features such as: how to navigate Outlook, view and reply to incoming e-mails, and create new mail messages. You will learn about working with attachments and adding signatures to your messages. Managing your e-mail by sorting, filter, printing and deleting messages is also covered. You will practice changing message preview settings, and adjusting the reading pane and people pane. This course covers how to create contacts, so you can save yourself from having to type out full e-mail addresses every time you send a message. You can further arrange contacts by creating contact groups that allow you to e-mail multiple contacts at once. You will also learn how to manage contact information within the People folder and how to integrate contact information from a social network with Outlook.

**Prerequisite:** None

**Expected Learning Outcomes:** Upon completion of the course, students are expected to be able to:  
Create and manage e-mails.

1. Reply and add attachments to e-mail
2. Attach items to messages and view attached items
3. Design email signatures.
4. Configure message preview settings and the Outlook workspace.
5. Describe the different ways in which to sort and filter mail
6. Integrate a contact's social network account
7. Create contacts and contact groups.
8. Sequence the steps to incorporate information from a social network.

### Topics:

- Reply to e-mail
- Address new mail
- Sort inbox items by conversation
- Access mail through the people pane
- Attach items to messages and view attached items
- Create and add a signature
- Sort, filter, delete, restore, and print messages
- Personalize your content pane
- Create, view, and edit contacts
- Create and modify a contact group
- Manage contacts
- Integrate a contact's social network account

### What is Included

We are committed to providing quality training and support. Our training includes the following:

- **One Year Access-** All trainees will have 1year 24/7 access to training portal
- **Textbook(s) and authors:** Access to the online certification reference manuals
- **E-Reference Library-** One year 24/7 access to E-Reference library. This library will allow trainees to have access to additional reading books and materials in a variety of subject matters.
- **Exercises:** A series of exercises that will assess your comprehension and application of the principles covered in the course. Once you answer the assignment questions, you may compare your answers to the answer key and review any incorrect question subjects.
- **Lesson Quizzes/Tests:** Upon completion of each lesson and exercises, there is a lesson Quiz. These quizzes will assess your comprehension of the concepts covered within the lesson presentations. The grade achieved on these quizzes will be saved in your training portal so that you can track your progress as you take the course.
- **Final Exam:** Upon completion of all the activities in the course, there is a final exam. The exam will focus on all the material covered throughout the course, including reading assignments. The results achieved on the final exam will be saved in the grade section of your training portal for your review.
- **Exam Prep** To test your knowledge on the skills and competencies being measured by the vendor certification exam. Test Prep can be taken in either Study or Certification mode.
  - **Study Mode** is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented.
  - **Certification Mode** is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
- **Technical Support** You will also have access to Instructional and Technical Support. Support may be reached as follows:
  - **Chat:** clicking the icon in the online classroom entitled, 'Connect with Support.' A help desk specialist is available Monday-Saturday via instantaneous chat mode.
    - o Monday-Thursday 8am-11pm
    - o Friday 8am-6pm
    - o Saturday 11am-6pm
- **E-Mail:** During those hours when online support is not available, instructional support will contact you within 24 business hours.

**CALL TO SCHEDULE YOU COMPLEMENTARY**

**CERT COACHING SESSION 866-700-3636**