

Microsoft Outlook 2013 Certificate Course List

This on-line learning program was developed by the NYS & CSEA Partnership for Education and Training for CSEA-represented New York State employees. It was designed around a wide range of job-related knowledge and skills to improve job-related Microsoft Outlook 2013 skills. Participants were required to successfully complete the following courses and achieve a passing grade of 70% or higher in each course.

Working with E-mail in Outlook 2013

1 Hour

This course addresses the basic features and functionality of Outlook 2013 - how to navigate Outlook 2013, view and reply to incoming e-mails, and create new mail messages.

Managing E-mail in Outlook 2013

1 Hour

This course discusses working with attachments and adding signatures to your messages in Outlook 2013. Managing your e-mail by sorting, filter, printing and deleting messages is also covered. This course also covers ways to personalize your inbox in Outlook 2013, such as changing message preview settings, and adjusting the reading pane and people pane.

Working with Contacts in Outlook 2013

1 Hour

This course covers the multiple ways that contacts and contact groups can be created, and covers how to manage contact information within the People folder in Outlook 2013. It also covers how to integrate contact information from a social network with Outlook 2013.

Scheduling with Appointments, Events, and Tasks in Outlook 2013

1 Hour

This course introduces the major components of the Calendar and discusses how to create appointments and events. Microsoft Outlook 2013 also provides the Tasks feature to help keep you organized and to assist you with the various tasks that you need to process on a daily basis. This course demonstrates how to create tasks in Outlook 2013 to help you to manage your time and stay organized.

Working with Meetings in Outlook 2013

1 Hour

This course shows how to schedule meetings with other Outlook users. It also demonstrates the available options when replying to meeting requests and managing meeting requests in Outlook 2013.

Formatting E-mail and Configuring Message Options in Outlook 2013

1 Hour

This course discusses sending e-mail in different message formats as well as formatting options that can be applied to the text and background of an e-mail. Also covered are how to check your message's spelling and grammar, how to track outgoing messages, how to add voting buttons, and how to set importance and sensitivity options.

Management and Customization in Outlook 2013

1 Hour

This course covers how to use the Internet Search features and the creation of Search folders and options that allow you to organize and flag messages. You will learn how to create and use local folders, and use the Note and Journal management tools. In this course, you will also learn how to customize the content panes in Outlook, how to customize views, add an account, and configure Outlook options.

Mail Automation, Cleanup, and Storage in Outlook 2013

1 Hour

This course discusses managing e-mail messages with rules as well as configuring rules for automatic replies. It also covers options for managing junk mail and it discusses the cleanup tools available in Outlook 2013.

Collaboration and Customization with the Calendar, Contacts and Tasks in Outlook 2013

1 Hour

In this course, you will learn how to share calendars and manage multiple calendars. You will also learn how to customize your calendar to suit the way you work. The course will also cover how to share and manage contacts and will teach you how to import contacts and manage multiple address books. You also will learn how to forward and assign tasks and how to manage task assignments.