Microsoft Outlook 2016 Certificate Program

This online learning program was developed by the NYS & CSEA Partnership for Education and Training for CSEA-represented NYS employees who use the Microsoft Outlook 2016 suite of applications. The Microsoft Outlook 2016 Certificate Program is a learning opportunity for employees who are looking to enhance their knowledge and improve their skills in the Microsoft Outlook application. Participants are required to successfully complete the following courses and achieve a passing grade of 70% or higher in each course.

Getting to Know Outlook 2016 .5 Hours
Outlook 2016 is the latest release of Microsoft's primary messaging client. It provides all the tools necessary for managing e-mail, scheduling tasks, and communication. In this course, you will learn about the basic features and functionalities of Outlook 2016 including a look at how to navigate in Outlook 2016 and view, reply to, and forward e-mail messages. The course also addresses how to create and send new e-mail messages.

Managing Conversations and E-mail in Outlook 2016 .9 Hours
Microsoft Outlook 2016 allows you to effectively manage and organize your e-mail messages. In this course, you will learn how to arrange and view messages by conversation; use the People Pane to access, sort and filter e-mail; apply color categories; apply flags; and delete and restore messages. The course also covers ways to personalize your Outlook 2016 such as changing message preview settings and adjusting the reading pane and people pane.

Managing Attachments, and Inserting Items and Signatures in Outlook 2016 .5 Hours
Microsoft Outlook 2016 effectively enables you to work with attachments, attach items, and add signatures to messages. In this course, you will learn about working with attachments, creating and adding signatures, and inserting text options. This course also covers adding symbols to e-mail messages and printing messages in Outlook 2016.

Organizing Contacts in Outlook 2016 .9 Hours
Microsoft Outlook 2016 allows you to work with contacts in a variety of different ways. In this course, you will learn that creating contacts and contact groups allows you to save time by eliminating the need to type out an entire e-mail address each time you create a new message, assign new tasks, or create meeting requests. This course covers the variety of ways you can create contacts and contact groups, access and view contacts, and manage and print contacts.

Using the Calendar to Schedule Appointments, Events, and Tasks in Outlook 2016 .8 Hours
The Microsoft Outlook 2016 calendar enables you to create events, appointments, and tasks, and schedule meetings. The calendar is fully integrated with the other components of Outlook 2016 and allows you to easily incorporate your contacts and e-mail functionality with the calendar. In this course, you will learn about navigating and using the calendar and creating events, appointments, and tasks. This course also covers how to add additional calendars, change the appearance of the calendar, and print the calendar and tasks.

Configuring and Managing Meetings and Notes in Outlook 2016 .7 Hours
The Microsoft Outlook 2016 calendar can be used to schedule meetings in addition to creating events and appointments. In this course, you will learn how to schedule and edit meetings, accept or decline meeting requests, and manage meetings. This course also covers creating and managing notes in Outlook 2016.

Formatting E-mail in Outlook 2016   *1 Hour*

Microsoft Outlook 2016 includes many options and features that help make messages more visually appealing. In this course, you will learn about using different message formats, as well as using and applying formatting options that can be applied to text and backgrounds of e-mail messages. This course also covers how to verify spelling and grammar in messages.

Configuring Message Options in Outlook 2016   *.7 Hours*

Basic features and options in Microsoft Outlook 2016 allow you to perform common messaging tasks such as composing, sending, and receiving messages. There are however, many options that allow you to configure how messages are sent. In this course, you will learn about the different types of items that can be added or inserted in a message. This course also covers e-mail tracking and message delivery options.

Customizing and Managing Outlook 2016   *1.1 Hours*

Microsoft Outlook 2016 includes a variety of management and customization features that allow you to change the way you view and control Outlook to search for items. This course discusses options that allow you to modify, customize, and personalize Outlook. In this course, you will learn how to locate messages and items using Instant Search and Advanced Find, create search folders, add e-mail accounts, and delegate access to an account.

Managing Automation, Storage, and Tidying Up in Outlook 2016   *.9 Hours*

Outlook 2016 includes automated features that help users manage the large amounts of messages they receive on a regular basis. In this course, you will learn about working with automation, including creating, running, and creating Outlook rules, and configuring auto-reply rules and out-of-office replies. The course also covers managing conversations and storage, and using cleanup tools in Outlook 2016.

Managing Contacts, Tasks, and the Calendar in Outlook 2016   *.7 Hours*

Microsoft Outlook 2016 includes collaboration and management features that allow users to manage their calendars, contacts, and tasks. In this course, you will learn about collaboration including sharing a calendar and using Skype meetings. The course also covers using and managing multiple calendars, sharing and managing contacts, and managing tasks in Outlook 2016.

Viewing and Configuring Outlook 2016 Backstage Options   *.9 Hours*

Outlook 2016's Backstage view has a variety of options and features that allow users to customize, manage, and configure the way Outlook looks. In this course, you will learn about Outlook Backstage view options including Info, Open & Export, Save As, and Office Account. This course also covers the Info options available in the Backstage view of a new e-mail message in Outlook 2016.

Foundational Competencies

Workplace development competencies are job-based skills employees need in order to succeed across a wide variety of occupations. Having completed this certificate, you have enhanced your skills in one or more competency areas. You can learn more about these competencies by visiting the [Workforce Development Competencies](#) page. This certificate assisted you in developing the following competencies:

Critical Thinking and Problem Solving

Reading and Locating Information