

Outlook 2013

Candidates can format email message content by using character and paragraph formatting, create or insert graphic elements, such as charts, tables, and SmartArt graphics, into messages. They can also send messages to private recipients by using the Bcc field. Candidates are able to create contact records, tasks, and appointments from incoming messages, and they set up contact groups to facilitate communication with other Outlook users. They may share schedule information with other Outlook users, too. Candidates schedule meetings involving people and system resources, and they delegate tasks to others. Core users personalize the Outlook program window and the Quick Access Toolbar to maximize their efficiency. They organize messages and other Outlook items, and they display different views of mail folders and of the calendar, address book, and task list. They may also display multiple calendars and share calendars with other Outlook users.

Objective Domain: MOS Outlook 2013

1.0 Manage the Outlook Environment

- **1.1 Customize Outlook Settings**

This objective may include but is not limited to: including original messages with all reply messages, changing text formats for all outgoing messages, customizing the Navigation Pane, blocking specific addresses, configuring views, managing multiple accounts, setting Outlook options

- **1.2 Automate Outlook**

This objective may include but is not limited to: changing quoted text colors, creating and assigning signatures, using Quick Steps, creating and managing rules, creating auto-replies

- **1.3 Print and Save Information in Outlook**

This objective may include but is not limited to: printing messages, printing calendars, saving message attachments, previewing attachments, printing contacts, printing tasks, saving messages in alternate formats, creating data files

- **1.4 Search in Outlook**

This objective may include but is not limited to: creating new search folders, searching for messages, searching for tasks, searching for contacts, searching calendars, using advanced find, using Search by Location

2.0 Manage Messages

- **2.1 Create a Message**

This objective may include but is not limited to: creating messages, forwarding messages, deleting messages, adding/removing message attachments, adding cc and bcc to messages, adding voting options to messages, replying to all, replying to sender only, prioritizing messages, marking as private, requesting delivery/read receipt, redirecting replies, delegating access

- **2.2 Format a Message**

This objective may include but is not limited to: formatting text, inserting hyperlinks, applying themes and styles, inserting images, adding a signature to specific messages, formatting signatures, creating and using Quick Parts

- **2.3 Organize and Manage Messages**

This objective may include but is not limited to: sorting messages, moving messages between folders, adding new local folders, applying categories, configuring junk e-mail settings, cleaning up messages, marking as read/unread, flagging messages, ignoring messages, sorting by conversation, setting attachment reminder options

3.0 Manage Schedules

- **3.1 Create and Manage Calendars**

This objective may include but is not limited to: adjusting viewing details for calendars, modifying calendar time zones, deleting calendars, setting calendar work times, using multiple calendars, managing calendar groups, overlaying calendars, sharing calendars

- **3.2 Create Appointments, Meetings and Events**

This objective may include but is not limited to: creating calendar items, creating recurring calendar items, cancelling calendar items, creating calendar items from messages, setting calendar item times, categorizing calendar items, using the scheduling assistant, changing availability status, scheduling resources, utilizing Room Finder

- **3.3 Organize and Manage Appointments, Meetings, and Events**

This objective may include but is not limited to: setting calendar item importance, forwarding calendar items, configuring reminders, adding participants, responding to invitations, updating calendar items, sharing meeting notes

- **3.4 Create and Manage Notes, Tasks, and Journals**

This objective may include but is not limited to: creating and managing tasks, creating and managing notes, attaching notes to contacts, creating journal entries, updating task status

4.0 Manage Contacts and Groups

- **4.1 Create and Manage Contacts**

This objective may include but is not limited to: creating new contacts, deleting contacts, importing contacts from external sources, editing contact information, attaching an image to contacts, adding tags to contacts, sharing contacts, managing multiple address books

- **4.2 Create and Manage Groups**

This objective may include but is not limited to: creating new contact groups, adding contacts to existing groups, adding notes to a group, updating contacts within groups, deleting groups, deleting group members