Empire | College
Business – Law – Technology – Medical

CLASS NUMBER AND NAME:	**CMN320E—OUTLOOK CERTIFICATION PREPARATION**
TOTAL CLOCK HOURS:	24 Hours/1 Unit
PREREQUISITE:	CSN225A—Electronic Messaging with Virus Protection
TEXT AND MATERIALS:	GMetrix access code and MOS certification voucher
CLASS DESCRIPTION:	This class utilizes software training and practice tests for certification preparation for Outlook. Certification testing is included in this class.
CLASS OBJECTIVES:	The student will review the concepts and techniques learned in Microsoft Outlook to obtain certification.
CLASS FORMAT OVERVIEW:	This class is a lab. Lab time is spent using practice software and testing to prepare for certification.
REQUIREMENTS:	Time spent in preparation for or reflection on course lecture will approximate two hours outside of class for each lecture credit hour utilized by the instructor in delivery of the material and ¼ hour outside of class for each hour of structured lab time.
ATTENDANCE:	This course is a lab class and attendance is required.
	Students are required to maintain a minimum of 80 percent attendance and complete lessons and exams as stated in this outline.
TESTING:	The final for this class will be the Microsoft certification test for Outlook administered by the Empire College testing site.
GRADING POLICIES:	Grades will be based on completing all assignments on the class schedule on time.
FINAL GRADE:	This is a Pass or Fail class. To pass the class the student must complete all assignments on time as listed on the schedule with 80% or better attendance.
	No Incomplete grades will be issued for this course.
ANTICIPATED LEARNING OUTCOMES:	Upon completing this class, the student will:

1. Have practiced Outlook concepts utilizing software and training to review the concepts learned in the beginning, advanced, and post-advanced courses.

2. Utilize the GMetrix software and Office textbooks to complete all lesson and practice exams.

3. Become prepared to receive Microsoft certification in Outlook.

Instructions

- Since the program is on the Internet, you may work on this at home but will need a copy of the correct version of the Office program on your computer.

- Each GMetrix Microsoft Office application features a Lesson with directions on how to perform each step if you need them.

- After the completion of each lesson, the Practice Exams are timed and present a smaller, randomized selection of questions. These must receive an 85 percent or better score. Complete them until you have reached this score.
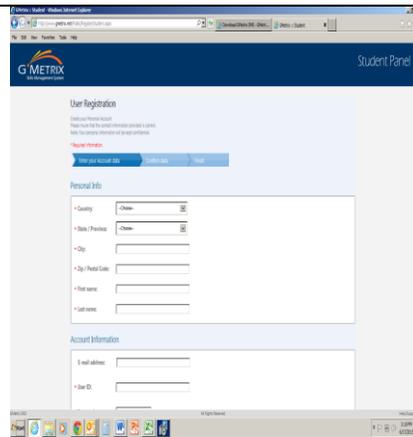
NOTES — PLEASE READ CAREFULLY

1. **TRACK YOUR PROGRESS EACH DAY.**

2. **USE the training hints until you fully understand the concepts for each section**.

3. **VERY IMPORTANT**: Take notes for a thorough understanding of Outlook. Use this time, your books, and this program to <u>KNOW</u> Outlook and use the features that are available. This will help you once you are looking for employment. Anyone can just move through the assignments to get them done. Take the time to understand and know what you are doing and use every feature available to you in the program. It will really help you in your future and the career that you hope to begin once you graduate Empire College.

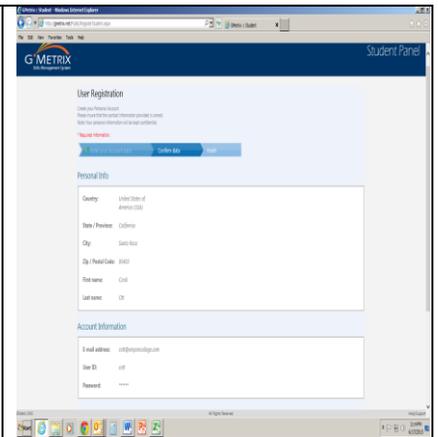| Trainings, Exams, and MOS testing	
Trainings	The lessons are not timed. Use the hint feature to help you learn the concepts featured in the certification exam. Repeat as many times as needed.
Answering Questions	Make sure that you have mastered the lesson objectives before attempting the lesson exam. All concepts on the exam are covered in the lesson portion of the software.
Testing	The Practice Exams are timed and present a smaller, randomized selection of questions. Your score to pass the class must be 85 percent or better for each practice lesson exam. You may take the Test as many times as necessary to reach the minimum 85% score.
Progress	Check your progress on a regular basis as you work on the assignments.
MOS Certification Testing	1. When you have completed all of the lessons and exams and have a thorough understanding of the concepts covered on the test, let your computer lab instructor know you are ready to schedule your MOS exam. 2. Go to the bookstore to receive a voucher. 3. Schedule your exam with Michaela DeBiase in the Prometric testing center located on the second floor near the back stairs. **The test will take longer than one class period**. 4. Remember to take two forms of identification with you on your scheduled appointment. 5. Submit a copy of your tests results with an assignment cover sheet.

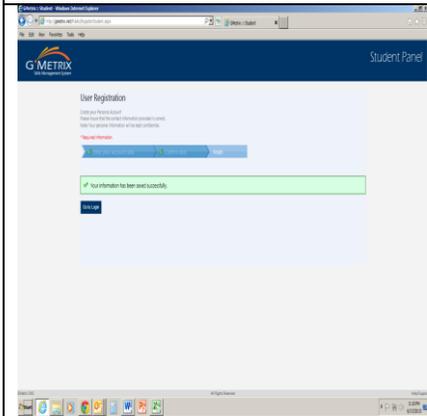# CMN320E—Outlook Certification Prep Instructions
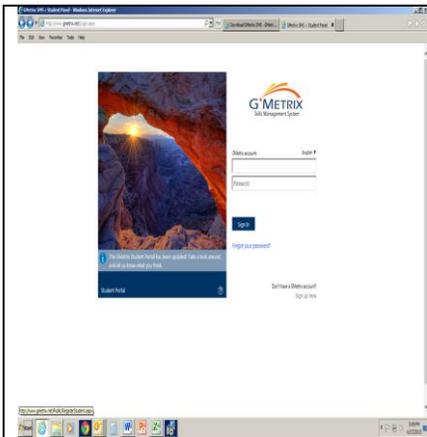
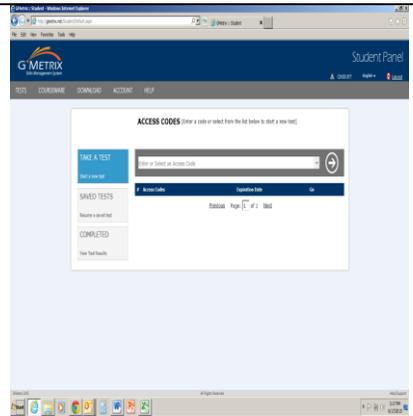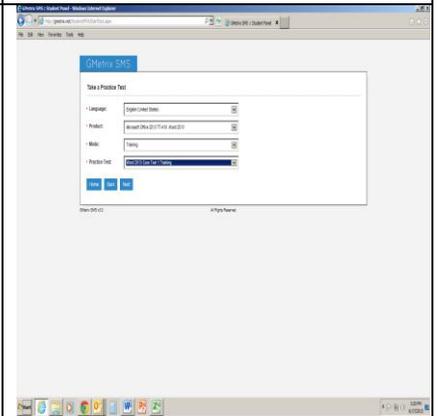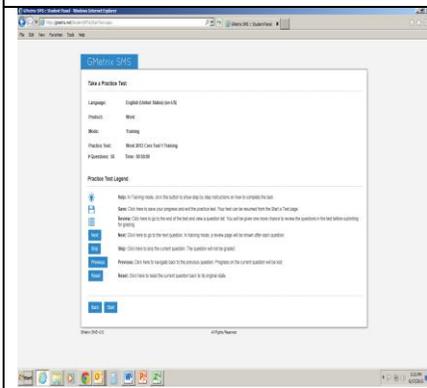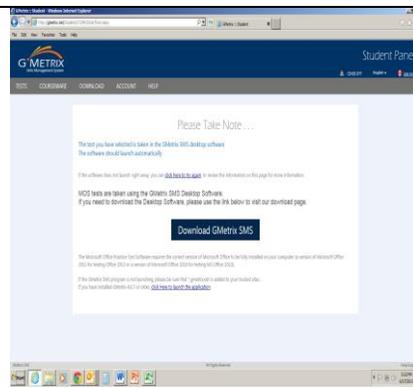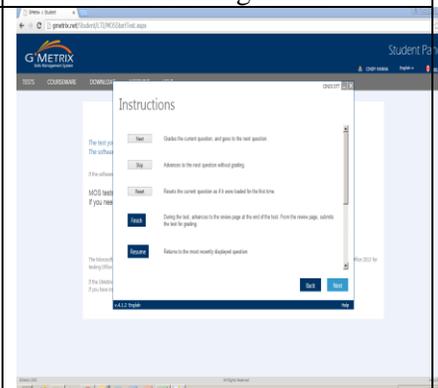|		
• Go to www.gmetrix.net. Click on sign up now. Make sure your computer has the 2013 version of the software for this class.	• Complete the registration form.	• Write down your username and password from the confirm data page.
• When you see this page, click on Go to Login using the username and password you created.	• Enter your access code	• Enter your Microsoft 2013 product (Word, Excel, PowerPoint, or Outlook) and the Training mode to select the first training listed.
• Read the instructions and follow the steps to proceed with your training.	• If the software doesn't load automatically, please download it as requested.	• Please see your instructor if you need additional assistance.

GETTING STARTED

- **Select your product and version—** Microsoft Office 2013 Word, Excel, PowerPoint or Outlook (2013 version)
- **Select your mode**—Training or Testing
- **Select your Practice Test**—by number
- <u>Begin each lesson in training and follow it by the corresponding testing.</u>
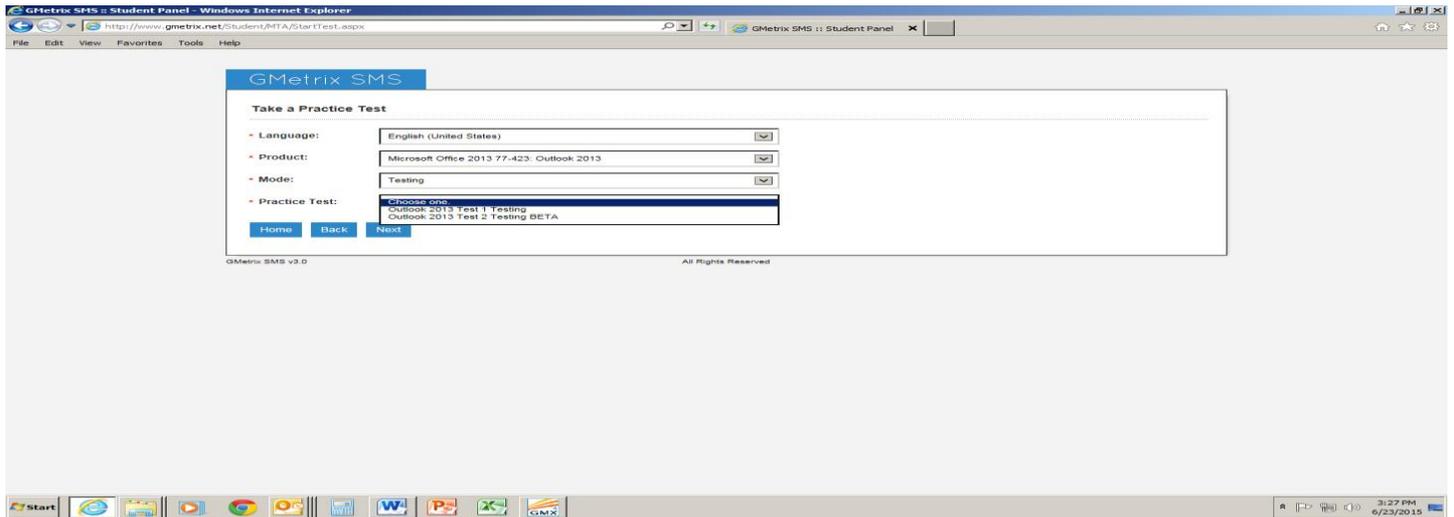
When training, click on the lightbulb for step-by-step instructions .

Click on the lightbulb for step-by-step instructions

Outlook Certification Preparation — Weekly Schedule

This class is designed to prepare the student for Microsoft Outlook certification. Once the student has successfully completed the GMetrix lessons and practice exams with 85% or better accuracy and has a thorough understanding of all the exam objectives, he or she is eligible to schedule the Microsoft exam.

	Assignment	Complete
Week 1	Use the GMetrix software to complete the lessons and practice exams. Use your books and online help to research and study the concepts. The following link will take you to the exam objectives. https://www.microsoft.com/en-us/learning/exam-77-423.aspx	**Assignment 1** • Complete Outlook 2013 **Practice Exam 1 Training** • The scores must be 85 percent or better.
Week 2	. Use the GMetrix software to complete the lessons and practice exams. Use your books and online help to research and study the concepts. The following link will take you to the exam objectives. https://www.microsoft.com/en-us/learning/exam-77-423.aspx	**Assignment 2** • Complete the Outlook 2013 **Practice Exam 1 Testing**. The scores must be 85 percent or better.
Week 3	. Use the GMetrix software to complete the lessons and practice exams. Use your books and online help to research and study the concepts. The following link will take you to the exam objectives. https://www.microsoft.com/en-us/learning/exam-77-423.aspx	**Assignment 3** • Complete Outlook 2013 **Practice Exam 2 Training**. The scores must be 85 percent or better
Week 4	. Use the GMetrix software to complete the lessons and practice exams. Use your books and online help to research and study the concepts. The following link will take you to the exam objectives. https://www.microsoft.com/en-us/learning/exam-77-423.aspx	**Assignment 4** • Complete the Outlook 2013 **Practice Exam 2 Testing**. • The scores must be 85 percent or better.

Week 5	Use the GMetrix software to complete the lessons and practice exams. Use your books and online help to research and study the concepts. Use the Internet to research questions and study for the Microsoft certification exam. This is a week to study for the certification test and schedule the test. The following link will take you to the exam objectives. https://www.microsoft.com/en-us/learning/exam-77-423.aspx	**Before you schedule the test, printout all of your scores for this class and give them to your instructor.** - You will need to go to the bookstore to receive a voucher to take your exam. - You will need to register at Certiport.com as a test taker before the exam. Schedule your exam with Michaela DeBiase in the testing center located on the second floor near the back stairs. **The test will take longer than one class period**. (**Remember to take two forms of identification with you on your scheduled appointment.**)
Week 6	Take and pass the Microsoft certification exam. Please take a copy of your test results or certificate to your instructor to submit for grading. **Make sure your instructor has a copy of your GMetrix scores before you schedule the test**. **You will not receive a grade for the class until the GMetrix scores and the MOS testing scores have been given to your instructor.**	**Assignment 5** Schedule, take and pass the Microsoft Outlook exam after you have successfully completed the lessons, have studied your textbooks, and have a thorough understanding of all the exam objectives listed in this syllabus. **Print a copy of all of your GMetrix scores and give them to your instructor before you schedule the test.**

Exam 77-423: Outlook 2013 MOS Exam Objectives

Skills measured

This exam measures your ability to accomplish the technical tasks listed below. The percentages indicate the relative weight of each major topic area on the exam. The higher the percentage, the more questions you are likely to see on that content area on the exam. View video tutorials about the variety of question types on Microsoft exams.

Please note that the questions may test on, but will not be limited to, the topics described in the bulleted text.

Hide all

Manage the Outlook environment (25–30%)

- Customize Outlook settings
    - Include original messages with all reply messages, change text formats for all outgoing messages, customize the Navigation pane, block specific addresses, configure views, manage multiple accounts, set Outlook options
- Automate Outlook
    - Change quoted text colors, create and assign signatures, use Quick Steps, create and manage rules, create auto-replies
- Print and save information in Outlook
    - Print messages, print calendars, save message attachments, preview attachments, print contacts, print tasks, save messages in alternate formats, create data files
- Search in Outlook
    - Create new search folders, search for messages, search for tasks, search for contacts, search calendars, use advanced find, use Search by Location

    Preparation resources
- Change what appears on the navigation bar
- Print items in Outlook
- Create a search folder

Manage messages (25–30%)

- Create a message
    - Create messages, forward messages, delete messages, add/remove message attachments, add Cc and Bcc to messages, add voting options to messages, reply to all, reply to sender only, prioritize messages, mark as private, request delivery/read receipt, redirect replies, delegate access
- Format a message
    - Format text, insert hyperlinks, apply themes and styles, insert images, add a signature to specific messages, format signatures, create and use Quick Parts
- Organize and manage messages
    - Sort messages, move messages between folders, add new local folders, apply categories, configure junk email settings, clean up messages, mark as read/unread, flag messages, ignore messages, sort by conversation, set attachment reminder options

Preparation resources
- Basic tasks in Outlook 2013
- Create and add an email message signature
- Configure junk email settings in Outlook 2013

Manage schedules (30–35%)
- Create and manage calendars
    - Adjust viewing details for calendars, modify calendar time zones, delete calendars, set calendar work times, use multiple calendars, manage calendar groups, overlay calendars, share calendars
- Create appointments, meetings, and events
    - Create calendar items, create recurring calendar items, cancel calendar items, create calendar items from messages, set calendar item times, categorize calendar items, use the scheduling assistant, change availability status, schedule resources, utilize Room Finder
- Organize and manage appointments, meetings, and events
    - Set calendar item importance, forward calendar items, configure reminders, add participants, respond to invitations, update calendar items, share meeting notes
- Create and manage notes, tasks, and journals
    - Create and manage tasks, create and manage notes, attach notes to contacts, create journal entries, update task status

Preparation resources
- Share an Outlook calendar with other people
- Schedule a meeting with other people
- Create a task from a message

Manage contacts and groups (15–20%)
- Create and manage contacts
    - Create new contacts, delete contacts, import contacts from external sources, edit contact information, attach an image to contacts, add tags to contacts, share contacts, manage multiple address books
- Create and manage groups
    - Create new contact groups, add contacts to existing groups, add notes to a group, update contacts within groups, delete groups, delete group members.

Schedule of Assignments CMN320E

	Outlook 2013 Practice Exam 1 Training	
	Outlook 2013 Practice Exam 1 Testing	
	Outlook 2013 Practice Exam 2 Training	
	Word 2013 Practice Exam 2 Testing	

- A printout of the above trainings and testings must be submitted to the instructor who will verify the assignments have met the 85 percent or above passing rate.

- The instructor will send an email to the bookstore and cc the student so the student will be eligible to purchase a MOS testing voucher.

- The student's name and class name and number must be in the subject line.

- To receive a grade for the class, the grader must receive the printout of the trainings and testings approved by the instructor and a copy of the MOS exam results.

- Grades will not be posted without this information.