Microsoft®

Outlook® 2013

MOS Certification Comprehensive

INSTRUCTOR'S EDITION

Microsoft®

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Outlook 2013: MOS Certification Comprehensive

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Introduction

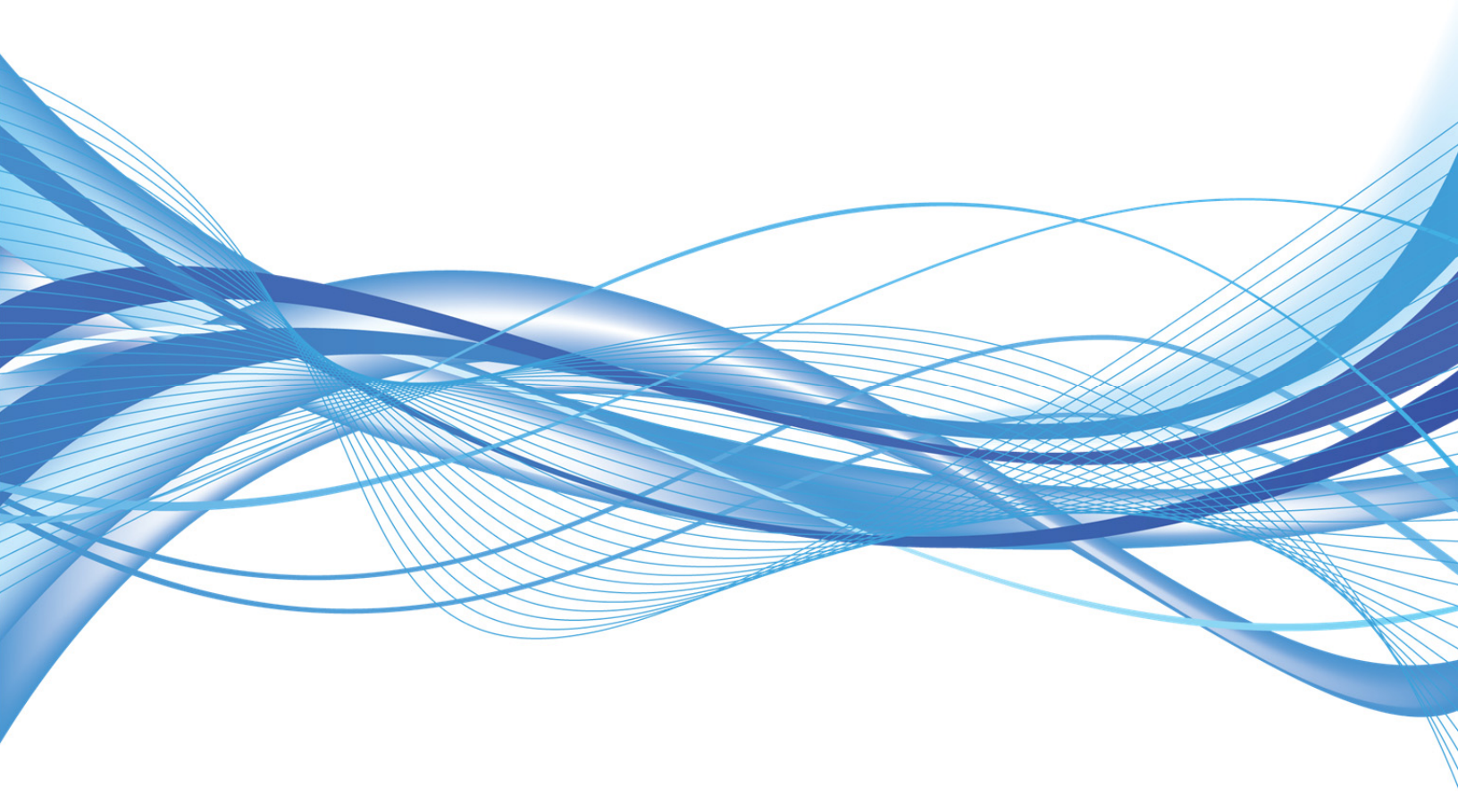
After reading this introduction, you will know how to:

A Use ILT Series manuals in general.

B Use prerequisites, a target student description, course objectives, and a skills inventory to properly set students' expectations for the course.

C Set up a classroom to teach this course.

D Get support for setting up and teaching this course.



Topic A: About the manual

ILT Series philosophy

Our goal is to make you, the instructor, as successful as possible. To that end, our manuals facilitate students' learning by providing structured interaction with the software itself. While we provide text to help you explain difficult concepts, the hands-on activities are the focus of our courses. Leading the students through these activities will teach the skills and concepts effectively.

We believe strongly in the instructor-led class. For many students, having a thinking, feeling instructor in front of them will always be the most comfortable way to learn. Because the students' focus should be on you, our manuals are designed and written to facilitate your interaction with the students, and not to call attention to manuals themselves.

We believe in the basic approach of setting expectations, then teaching, and providing summary and review afterwards. For this reason, lessons begin with objectives and end with summaries. We also provide overall course objectives and a course summary to provide both an introduction to and closure on the entire course.

Our goal is your success. We encourage your feedback in helping us to continually improve our manuals to meet your needs.

Manual components

The manuals contain these major components:

- Table of contents
- Introduction
- Units
- Appendices
- Course summary
- Glossary
- Index

Each element is described below.

Table of contents

The table of contents acts as a learning roadmap for you and the students.

Introduction

The introduction contains information about our training philosophy and our manual components, features, and conventions. It contains target student, prerequisite, objective, and setup information for the specific course. Finally, the introduction contains support information.

Units

Units are the largest structural component of the actual course content. A unit begins with a title page that lists objectives for each major subdivision, or topic, within the unit. Within each topic, conceptual and explanatory information alternates with hands-on activities. Units conclude with a summary comprising one paragraph for each topic, and an independent practice activity that gives students an opportunity to practice the skills they've learned.

The conceptual information takes the form of text paragraphs, exhibits, lists, and tables. The activities are structured in two columns, one telling students what to do, the other providing explanations, descriptions, and graphics. Throughout a unit, instructor notes are found in the left margin.

Appendices

An appendix is similar to a unit in that it contains objectives and conceptual explanations. However, an appendix does not include hands-on activities, a summary, or an independent practice activity.

Course summary

This section provides a text summary of the entire course. It is useful for providing closure at the end of the course. The course summary also indicates the next course in this series, if there is one, and lists additional resources students might find useful as they continue to learn about the software.

Glossary

The glossary provides definitions for all of the key terms used in this course.

Index

The index at the end of this manual makes it easy for you and your students to find information about a particular software component, feature, or concept.

Manual conventions

We've tried to keep the number of elements and the types of formatting to a minimum in the manuals. We think this aids in clarity and makes the manuals more classically elegant looking. But there are some conventions and icons you should know about.

Instructor note/icon

Item	Description
Italic text	In conceptual text, indicates a new term or feature.
Bold text	In unit summaries, indicates a key term or concept. In an independent practice activity, indicates an explicit item that you select, choose, or type.
`Code font`	Indicates code or syntax.
`Longer strings of ► code will look ► like this.`	In the hands-on activities, any code that's too long to fit on a single line is divided into segments by one or more continuation characters (►). This code should be entered as a continuous string of text.
Instructor notes.	In the left margin, provide tips, hints, and warnings for the instructor.
Select **bold item**	In the left column of hands-on activities, bold sans-serif text indicates an explicit item that you select, choose, or type.
Keycaps like ↵ ENTER	Indicate a key on the keyboard you must press.
Warning icon.	Warnings prepare instructors for potential classroom management problems.
Tip icon.	Tips give extra information the instructor can share with students.
Setup icon.	Setup notes provide a realistic business context for instructors to share with students, or indicate additional setup steps required for the current activity.
Projector icon.	Projector notes indicate that there is a PowerPoint slide for the adjacent content.

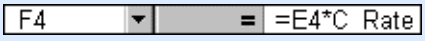
Hands-on activities

The hands-on activities are the most important parts of our manuals. They are divided into two primary columns. The "Here's how" column gives short directions to the students. The "Here's why" column provides explanations, graphics, and clarifications. To the left, instructor notes provide tips, warnings, setups, and other information for the instructor only. Here's a sample:

Do it!

A-1: Creating a commission formula

Take the time to make sure your students understand this worksheet. We'll be here a while.

Here's how	Here's why
1 Open Sales	This is an oversimplified sales compensation worksheet. It shows sales totals, commissions, and incentives for five sales reps.
2 Observe the contents of cell F4	 The commission rate formulas use the name "C_Rate" instead of a value for the commission rate.

For these activities, we have provided a collection of data files designed to help students learn each skill in a real-world business context. As students work through the activities, they will modify and update these files. Of course, students might make a mistake and therefore want to re-key the activity starting from scratch. To make it easy to start over, students will rename each data file at the end of the first activity in which the file is modified. Our convention for renaming files is to add the word "My" to the beginning of the file name. In the above activity, for example, students are using a file called "Sales" for the first time. At the end of this activity, they would save the file as "My sales," thus leaving the "Sales" file unchanged. If students make mistakes, they can start over using the original "Sales" file.

In some activities, however, it might not be practical to rename the data file. Such exceptions are indicated with an instructor note. If students want to retry one of these activities, you will need to provide a fresh copy of the original data file.

PowerPoint presentations

Each unit in this course has an accompanying PowerPoint presentation. These slide shows are designed to support your classroom instruction while providing students with a visual focus. Each presentation begins with a list of unit objectives and ends with a unit summary slide. We strongly recommend that you run these presentations from the instructor's station as you teach this course. A copy of PowerPoint Viewer is included, so it is not necessary to have PowerPoint installed on your computer.

Topic B: Setting student expectations

Properly setting students' expectations is essential to your success. This topic will help you do that by providing:

- Prerequisites for this course
- A description of the target student
- A list of the objectives for the course
- A skills assessment for the course

Course prerequisites

Students taking this course should be familiar with personal computers and the use of a keyboard and a mouse. Furthermore, this course assumes that students have completed the following courses or have equivalent experience:

- *Windows XP: Basic, Windows Vista: Basic,* or *Windows 7: Basic*

Target student

The target student for the course is an individual who wants to learn to use Outlook 2013 to create and manage e-mail messages, contacts, appointments, meetings, and tasks. Students will get the most out of this course if their goal is to customize Outlook, learn advanced techniques for organizing their mailbox, and share Outlook content.

Course objectives

You should share these overall course objectives with your students at the beginning of the day. This will give the students an idea about what to expect, and it will help you identify students who might be misplaced. Students are considered misplaced when they lack the prerequisite knowledge or when they already know most of the subject matter to be covered.

After completing this course, students will know how to:

- Identify elements of the Outlook environment; use and customize Outlook Today
- Read, create, and send e-mail messages; reply to, format, and check spelling in messages; forward, delete, and restore messages; work with attachments; and print messages
- Set delivery options for messages; flag messages; request a read receipt; use and create views for your mail; arrange, sort, and filter messages; use Instant Search to quickly search the current folder; and specify settings for controlling junk e-mail.
- Use Contacts to add, modify, and organize business and personal contacts; use different views to show contact details; customize an electronic business card; manage and use address books; and create contact groups.
- Use the Tasks folder to add, edit, and mark tasks; assign tasks; accept or decline a task request; send an update; and track an assigned task.
- Use the Calendar to create single and recurring appointments; change and delete appointments; add events and holidays to the Calendar; and change views.
- Use the Calendar to schedule meetings; read and respond to meeting requests; reserve resources; manage meeting responses; and update and cancel meetings.
- Customize the Outlook environment; set general Outlook options; create and use Quick Steps to automate commonly used actions; and create Folder pane shortcuts and customize the Navigation bar.
- Customize messages by applying themes, stationery, fonts, and email options; create and use signatures and use an electronic business card as a signature; use voting buttons in messages; and use Automatic Replies to set up out-of-office notices.
- Use the Rules Wizard to set message rules; manage the mailbox by deleting old and unneeded messages and the contents of automatic folders; compact the mailbox; and archive messages to local files and the archive mailbox.
- Create a folder to organize a mailbox; Use Instant Search and advanced searches to search your Inbox, all mail folders, Contacts, Calendar, and Tasks; use filters to find messages that meet certain criteria; and create and use categories to group messages, contacts, appointments, meetings, and tasks.
- Create notes to save ideas and information for later reference; forward and print notes; and create and edit journal entries.
- Share and delegate access to their calendar; share and export contacts with others; subscribe to RSS news feeds; and read articles within a feed.

Skills inventory

Use the following form to gauge students' skill levels entering the class (students have copies in the introductions of their student manuals). For each skill listed, have students rate their familiarity from 1 to 5, with five being the most familiar. Emphasize that this is not a test. Rather, it is intended to provide students with an idea of where they're starting from at the beginning of class. If a student is wholly unfamiliar with all the skills, he or she might not be ready for the class. A student who seems to understand all of the skills, on the other hand, might need to move on to the next course in the series.

Skill	1	2	3	4	5
Identifying elements of the Outlook window					
Using the Folder pane					
Using the Reading pane					
Accessing folders from Outlook Today					
Customizing Outlook Today					
Previewing and reading messages					
Creating, formatting, and sending messages					
Checking a message's spelling					
Replying to and forwarding messages					
Deleting and restoring messages					
Sending and forwarding attachments					
Compressing large image attachments					
Previewing and saving attachments					
Customizing the page setup for printing					
Printing messages and attachments					
Defining delivery options					
Flagging an email message					
Using delivery and read receipts					
Working with views					
Renaming and moving Inbox folders					
Arranging, sorting, searching, and filtering messages					
Adding senders to the Blocked Senders or Safe Senders lists					

Skill	1	2	3	4	5
Marking a message as not junk					
Changing options for managing junk email					
Adding and modifying contacts					
Attaching items to a contact					
Adding a contact from the same company as a previous contact					
Forwarding and saving contacts					
Editing an electronic business card					
Printing contacts					
Using address books					
Importing contacts					
Creating and using a contact group					
Updating a contact group					
Forwarding and deleting a contact group					
Adding contact group notes					
Creating and deleting tasks					
Editing tasks					
Adding recurring tasks					
Marking a task as completed					
Assigning tasks					
Accepting a task request					
Sending task status reports					
Tracking assigned tasks					
Printing tasks					
Setting up appointments					
Adding and modifying recurring appointments					
Deleting and restoring appointments					
Adding events					

Skill	1	2	3	4	5
Changing the work day times in the Calendar					
Displaying multiple time zones					
Adding holidays to the calendar					
Printing calendars					
Creating and sending meeting requests					
Adding and modifying recurring meetings					
Reading and accepting a meeting request					
Responding to a New Time Proposed message					
Declining a meeting request					
Updating a meeting					
Reserving resources in a meeting request					
Reviewing meeting responses					
Adding meeting attendees					
Canceling meetings					
Customizing the Ribbon					
Creating a custom tab on the Ribbon					
Deleting custom tabs on the Ribbon and resetting the Ribbon					
Customizing the Quick Access toolbar					
Changing To-Do Bar options					
Examining and viewing custom photos in the People pane					
Customizing the Weather bar					
Changing user interface options					
Making Outlook your default email client					
Managing multiple email accounts					
Using and configuring Quick Steps					
Creating Quick Steps					
Duplicating and editing a Quick Step					

Skill	1	2	3	4	5
Restoring the Quick Steps group to its default settings					
Changing the startup folder					
Creating shortcuts in the Folder pane					
Customizing the Navigation bar					
Applying themes to messages					
Using and customizing Quick Styles					
Using message stationery and changing stationery fonts					
Adding and using Quick Parts					
Changing email options					
Specifying a message format					
Creating, modifying, and using signatures in email					
Using an electronic business card as a signature					
Specifying a sending account for an email message					
Adding voting buttons to a message					
Replying to a message with voting buttons					
Enabling and disabling Automatic Replies					
Creating mail rules manually and with the Rules Wizard					
Turning off and deleting mail rules					
Exploring and managing conversations					
Cleaning up your Inbox and automatic folders					
Compacting your mailbox					
Archiving mail messages manually and automatically					
Archiving messages to your Exchange archive mailbox					
Saving a message					
Creating folders to organize items					
Using advanced search to locate items					
Searching Calendar, Contacts, and Tasks					

Skill	1	2	3	4	5
Using and customizing Instant Search					
Setting up and using a Search folder					
Applying filters to find messages					
Using categories to group messages					
Categorizing contacts, appointments, and meetings					
Assigning categories with Quick Click					
Creating categories					
Sorting and searching by category					
Creating and working with notes					
Creating and viewing journal entries					
Sharing your calendar and contacts					
Delegating access to your calendar and contacts					
Exporting contacts					
Subscribing to RSS feeds					

Topic C: Classroom setup

All our courses assume that each student has a personal computer to use during the class. Our hands-on approach to learning requires that they do. This topic gives information on how to set up the classroom to teach this course.

Hardware requirements

The classroom server should have:

- A keyboard and a mouse
- At least 1.4 GHz 64-bit processor (2 GHz or faster recommended)
- At least 1 GB RAM (2 GB or greater recommended)
- At least 50 GB hard drive
- A DVD-ROM drive
- A monitor with at least 1024 × 768 resolution

The instructor computer and each student computer should have:

- A keyboard and a mouse
- At least 1 GHz 32-bit or 64-bit processor
- At least 1 GB RAM
- At least 50 GB hard drive with at least 15 GB of available space
- A DVD-ROM drive
- A graphics card that supports DirectX 9 graphics with:
  - WDDM driver
  - 128 MB of graphics memory (minimum)
  - Pixel Shader 2.0 in hardware
  - 32 bits per pixel
- A monitor with at least 1024 × 768 resolution

Software requirements

You will need the following software:

- Windows Server 2008 Standard 64-bit Edition with Service Pack 2
- Windows 7 Professional
- Microsoft Exchange Server 2010 Standard Edition
- Microsoft Outlook 2013
- A printer driver (An actual printer is not required, but students will not be able to complete the “Printing messages and attachments” activity in Unit 2, the “Printing contacts” activity in Unit 4, and the “Printing a Calendar” activity in Unit 6 unless a driver is installed.)

Network requirements

The following network components and connectivity are also required for this course:

- Internet access, for the following purposes:
  - Downloading the latest critical updates and service packs from www.windowsupdate.com
  - Completing activities throughout the course
- A static IPv4 address for each of the classroom servers on the same subnet as the student and instructor computers. You will need a DHCP server available on that subnet and a pool of addresses sufficient for the instructor and student computers.
- A network printer that student can access from the classroom.

Classroom setup instructions

Classroom server installation

Before you teach this course, you will need to perform the following steps to set up the classroom server.

1. Install Windows Server 2008 Standard, using the following information:
   A. Don't go online to get the latest updates for installation.
   B. Select the appropriate language, time and currency format, and keyboard or input method.
   C. Select Windows Server 2008 Standard (Full Installation).
   D. Accept the license agreement.
   E. Choose a custom installation. Create at least a 40 GB partition and format it as NTFS.
   F. When prompted, enter and confirm a password of **!pass1234** for the Administrator account.
   G. If prompted, set the network location to Work.
2. If necessary, change your display settings to 1024×768 or 1280×1024.
3. Configure the server, using the Initial Configuration Tasks window.
   A. Set the correct time zone and time.
   B. Configure networking for the Local Area Connection:
      – If necessary, install a driver for the network adapter.
      – Specify the appropriate static IPv4 addressing parameters, including an IP address, subnet mask, and default gateway address, for your classroom network.
   C. Name the computer **winserver**. Restart when prompted.
   D. Install the Web Server (IIS) role.
      a. Under Customize This Server, click Add roles, and click Next.
      b. Select Web Server (IIS). If prompted, click Add Required Features. Click Next twice.
      c. If prompted, click Next to install default role services.
      d. Click Install.

E Install the Active Directory Domain Services role.

a Under Customize This Server, click Add roles, and click Next.

b Select Active Directory Domain Services, and click Next twice. Click Install.

c Click "Close this wizard and launch the Active Directory Domain Services Installation Wizard (dcpromo.exe)." Click Next twice.

d Select "Create a new domain in a new forest" and click Next.

e In the FQDN text box, type **outlanderspices.com**, and click Next.

f In the Forest functional level list, select Windows Server 2008. Click Next.

g Verify that DNS server is selected, and click Next. Click Yes.

h Click Next to accept the default locations for the database folder, the log files folder, and the SYSVOL folder.

i Enter and confirm **!pass1234** as the restore-mode administrator password. Click Next twice.

j Check "Reboot on completion."

4 Log back on as Administrator. In the Initial Configuration Tasks window, check "Do not show this window at logon" and click Close.

5 Turn off Internet Explorer Enhanced Security Configuration.

A In Server Manager, select the Server Manager console root.

B Under Security Information, click "Configure IE ESC."

C Under Administrators, select Off. Under Users, select Off. Click OK.

D Leave Server Manager open.

6 If your copy of Windows Server 2008 Standard Edition didn't include Service Pack 2, install it now. You can do this from Microsoft's Windows Update site. (Use caution when allowing Windows Update to install any files newer than SP2, as this course wasn't keytested using newer patches.)

Exchange Server 2010 installation

1 Insert the Exchange Server DVD into your server's drive.

2 In the AutoPlay dialog box, click Run Setup.exe.

3 Click "Step 1: Install .NET Framework 3.5 SP1" and follow these steps to install the .NET framework:

A Internet Explorer opens and displays a page at the Microsoft downloads site. Click Download.

B Click Run to download and run the .NET framework installation file.

C Click Run again to install the .NET framework.

D Close all open windows except Exchange Server.

4 Click "Step 2: Install Windows PowerShell v2" and follow these steps to install the PowerShell component:
   A Internet Explorer opens and displays a page at the Microsoft support site. Scroll about halfway down the page to locate the Windows Management Framework Core (WinRM 2.0 and Windows PowerShell 2.0) heading.
   B Download the 64-bit Windows server package by clicking "Download the Windows Management Framework Core for Windows Server 2008 x64 Edition package now."
   C Run and install the Windows Management Framework Core package. Restart when prompted.
5 Use Windows PowerShell to install the required server components:
   A Click Start and choose All Programs, Administrative Tools, Windows PowerShell Modules. If prompted for administrator credentials, enter **Administrator** as the user name and **!pass1234** as the password.
   B Type `ServerManagerCmd -ip d:\scripts\Exchange-Typical.xml` and press Enter. The script will install various required components.
   C When the script displays <010/100>, press Enter.
   D Close the Windows PowerShell Modules window.
   E Click Start. Beside the Shutdown and Lock buttons, click the triangle button and choose Restart. From the Option list, select Application Installation (Planned). Click OK.
6 Log on as Administrator and then close Server Manager.
7 Use the Windows PowerShell to set the NetTcpPortSharing service to start automatically:
   A Click Start and choose Windows PowerShell Modules.
   B At the prompt, type `Set-Service NetTcpPortSharing -StartupType Automatic` and press Enter.
   C Type **exit** and press Enter.
8 Install the 2010 Office System Converter: Microsoft Filter Pack by following these steps:
   A Open Internet Explorer. In the Address bar, enter **http://go.microsoft.com/fwlink/?LinkID=191548**
   B Scroll down to the Download link, if necessary. Next to FilterPackx64.exe, click Download.
   C Click Save File from the Downloads box that pops up and double-click FilterPackx64.exe.
   D Click Run, and then click Next.
   E Check "I accept the terms in the License Agreement" and click Next.
   F Click OK. Close Internet Explorer.
9 Eject and then insert the Exchange DVD. In the AutoPlay dialog box, click Run Setup.exe.
10 Click "Step 3: Choose Exchange Language option." Then click "Install only languages from the DVD."

11 Click “Step 4: Install Microsoft Exchange,” click Next, and follow these steps to install Exchange:
   A Click Next.
   B Select “I accept the terms in the license agreement” and click Next.
   C With No selected in the Error Reporting options, click Next.
   D With Typical Exchange Server Installation selected, click Next.
   E In the “Specify the name for this Exchange organization” box, enter **Outlander Spices**. Click Next.
   F On the Client Settings page, select No (if necessary) and click Next.
   G Click Next (do not check “The Client Access Server role will be Internet-facing”).
   H Select “I don’t want to join the program at this time” and click Next.
   I On the Readiness Checks page, you will likely receive a warning message about not installing Exchange 2007 server roles. That is fine. If you receive any failure messages, correct the problems by following the on-screen instructions. You can leave this page of the wizard open and click Retry after correcting problems.
   J Click Install. The Progress page will display the installation progress. Depending on the speed of your server, the installation could take as much as an hour to finish.
   K Clear the checkbox to display the Exchange Management console. Click Finish.
12 Click “Step 5: Get critical updates for Microsoft Exchange” and follow these steps to install the updates:
   A If necessary, click “I agree to the Terms of Use for Microsoft Update.”
   B Click Next.
   C Select Use Recommended Settings, and click Install to install Microsoft Update.
   D Click Start Menu, All Programs, Windows Update.
   E Click the Check for Updates button to restart the update process. Check for new updates. If updates are found for Microsoft Exchange, install them, following the on-screen instructions. Restart if prompted.
13 Click Close. Remove the DVD from your drive.
14 Click Start and choose All Programs. If you do not see a Microsoft Exchange Server 2010 menu option, then not all components were installed. Insert the Exchange DVD in your drive and run Setup.exe. When prompted, make sure that “Mailbox server,” “Client Access server,” and “Hub Transport server” are checked. Check the missing roles and proceed again through the installation wizard to install them.

Creating user accounts for students

You will need to create a user account for yourself and for each student in class. Name your account **Instructor**, and name each student account **Student##** where ## is a unique number you assign to each account.

During class, students will work in pairs to complete some activities. If you have an odd number of students, you can work with one of the students as his or her partner. If you have an even number of students, you will need a partner user account (though not a computer) to key through the partnered activities. If necessary, create a **Student999** account to use as the instructor's partner with a class of an even number of students.

For each account, follow these steps:

1. In Server Manager, expand Roles, Active Directory Domain Services, Active Directory Users and Computers, and the outlanderspices.com domain.
2. In the Users folder, right-click a blank space and choose New, User.
3. Leave the First Name and Initials fields blank. In the Last Name and User logon name boxes, enter the account name (for example, **Instructor** or **Student##**).
4. Click Next.
5. Enter and confirm a password of **!pass1234**. Uncheck "User must change password at next logon." Check "User cannot change password" and "Password never expires."
6. Click Next. Click Finish.
7. After you have created all of the accounts, close Server Manager.

Creating mailboxes

Mailbox creation in Exchange Server 2010 is not managed through Active Directory, as was done with previous versions of the software. To create mailboxes, you must use an Exchange-specific tool.

1. On the Exchange server, click Start and choose All Programs, Microsoft Exchange Server 2010, Exchange Management Console.
2. Expand Microsoft Exchange on-Premises (winserver.outlanderspices.com).
3. Select Recipient Configuration.
4. In the middle pane, right-click and choose New Mailbox.
5. With User Mailbox selected, click Next.
6. Select Existing users. Click Add.
7. Select all of the accounts you added (use Ctrl+click or Shift+click to select them all) and click OK. Click Next.
8. Click Next. Click New to create a mailbox for each user you selected.
9. Click Finish.
10. Select all of the student mailboxes plus the Instructor mailbox. In the Actions pane, click Enable Archive. Click Yes to acknowledge the licensing requirements.
11. Close the Exchange Management Console.

Creating mailboxes for resources

Students will create meeting requests that schedule resources, such as rooms and equipment. Follow these steps to create mailboxes corresponding to those resources:

1. In the middle pane, under the mailboxes you just created, right-click and choose New Mailbox.
2. Select Room Mailbox and click Next.
3. Click Next.
4. Enter the following user account details and then click Next:

   Name: **Conference Room A**

   User logon name: **conf_room_A**

   Password: **P@ssword**
5. In the Alias box, enter **CR_A** and then click Next.
6. Click Next, click New, and then click Finish to create the mailbox.
7. Close the Exchange Management Console.

Setting up the instructor and student computers

You will need to perform the following steps to set up the instructor computer and each student computer:

1. Install Windows 7 on an NTFS partition according to the software manufacturer's instructions, following these additional detail steps:
   A. If prompted, click the button specifying to go online and get the latest updates.
   B. In the Set Up Windows dialog box, in the "Type a user name" box, type **Admin**.
   C. In the "Type a computer name" box, type **Computer##** to match the user account names you created for the students. Use **Instructor** for your computer's name.
   D. Click Next. Enter and confirm a password of **!pass**. In the Password Hint box, type **Exclamation abbreviation**.
   E. Click Next. Enter your Windows 7 product key and click Next.
   F. On the "Help protect your computer and improve Windows automatically" page, click "Use recommended settings."
   G. From the Time zone list, select your time zone, and verify the accuracy of the current time. Edit the time if necessary.
   H. Click Next. On the Windows networking page, select Work. Windows completes the setup and displays the desktop.
2. Configure each computer to use your classroom server as the DNS server. To do so:
   A. In the notification area of the taskbar, right-click the Network icon and choose Open Network and Sharing Center.
   B. In the "View your active networks" section, beside Connections, click Local Area Connection.
   C. Click Properties.
   D. Select Internet Protocol Version 4 (TCP/IPv4) and click Properties.
   E. Select "Use the following DNS server addresses." In the Preferred DNS server box, enter your classroom server's IP address.
   F. Click OK, click Close twice, and close the Network and Sharing Center.

3 On each computer, join the classroom domain by following these steps:
   A Click Start. Right-click Computer and choose Properties.
   B In the "Computer name, domain, and workgroup settings" section, click Change Settings.
   C Click Change.
   D Beneath Member of, select Domain and enter **outlanderspices.com**. Click OK.
   E When prompted for credentials, enter the domain administrator's user name and password. If you followed the setup notes described previously, the credentials should be Administrator and !pass1234.
   F Click OK. Then click OK again, click Close, and click Restart Now.
4 From the student and instructor computers, log onto the domain:
   A Click Switch User.
   B Click Other User.
   C Enter the user name associated with the computer (for example, enter Student01 on Computer01).
   D Enter **!pass1234** as the password and click the logon arrow.
5 Install Microsoft Office 2013 according to the software manufacturer's instructions, as follows:
   A Enter the domain Administrator user name and password if prompted. When prompted for the CD key, enter the code included with your software. Accept the license agreement.
   B Click Customize.
   C If necessary, click the Installation Options tab.
   D For Microsoft Excel, Microsoft OneNote, Microsoft Outlook, Microsoft Word, Office Shared Features, and Office Tools, click the down-arrow and select "Run all from My Computer."
   E Set all *except* the following to Not Available: Microsoft OneNote, Microsoft Outlook, Microsoft Word, Office Shared Features, and Office Tools.
   F Click Install Now.
   G On the last screen of the Office 2013 installer, click Continue Online. Internet Explorer displays the Office Online Web site, and the installer window closes.
   H Close any open windows.

6 On each computer, configure Outlook to connect to the corresponding student account mailbox. For example, on Computer01, connect Outlook to the Student01 mailbox.
   A Click Start and choose All Programs, Microsoft Office 2013, Outlook 2013.
   B Click Next. Click Next again.
   C Account information should be acquired automatically from the domain. Click Next.
   D When prompted with a Security Alert about a problem with the site's security, follow these steps to install the certificate on the student computer:
      a Click View Certificate.
      b Click Install Certificate. Click Next twice.
      c Click Finish. Click Yes.
      d Click OK twice.
      e Click Yes to close the Security Alert dialog box.
   E Click Finish.
   F In the User Name dialog box, enter a name and initials for the student. For example, in the Name box, enter **Student Number ##**, and in the Initials box, enter **SN##**, where ## is the user's account number. Click OK.
   G In the Help Protect and Improve Microsoft Office section, select Use Recommended Settings. Click OK.
   H In the User Account Control dialog box, enter **Administrator** and **!pass1234** and click Yes.
   I Import Contacts.csv into the Contacts folder, for the Searching topic of the Organizing items unit. This file can be found in Student Data\Unit 11\Topic B.
   J Close Microsoft Outlook.
7 Update Office as follows:
   A Open Windows Update. Under "Get updates for other Microsoft products", click "Find out more."
   B Check "I agree to the Terms of Use for Microsoft Update" and click Next.
   C Choose "Use recommended settings" and click Install.
8 Connect each computer to the network printer, installing printer drivers as necessary. Ensure that students have sufficient permissions to print documents and that there is a sufficient paper supply.
9 From the instructor's computer, send four email messages to each student. Make sure to send copies of the messages to the Instructor account as well. Use the following subjects in this order:
   - "Welcome to Outlook 2013"
   - "Your second message"
   - "Product Changes"
   - "Product Recall"

   Enter a message of your choice for each.

10 Download the Student Data files provided for this course. These files are necessary for students to be able to perform the hands-on activities.
   a Connect to http://downloads.logicaloperations.com.
   b Enter the course title or search by part to locate this course
   c Click the course title to display a list of available downloads.
   Note: Data Files are located under the Instructor Edition of the course.
   d Click the link(s) for downloading the Student Data files.
   e Create a folder named Student Data on the desktop of your computer.
   f Double-click the downloaded zip file(s) and drag the contents into the Student Data folder.

Topic D: Support

Your success is our primary concern. If you need help setting up this class or teaching a particular unit, topic, or activity, please don't hesitate to get in touch with us.

Contacting us

Please contact us through our Web site, www.logicaloperations.com You will need to provide the name of the course, and be as specific as possible about the kind of help you need.