

LEARNING OUTCOMES

By the end of this course participants will be able to:

- * Use the mail facility of Outlook to send and receive email messages
- * Access the features of Calendar to schedule appointments, invite attendees and modify dates and times
- * Maintain the Address Book for mail contacts, create custom distribution lists, track your work in a journal and create electronic notes and reminders

PREREQUISITES

It is recommended that participants have basic experience with the underlying operating system, i.e. an ability to navigate the environment using a mouse and keyboard plus an understanding of computer file storage.

CUSTOMISATION

In addition to our standard courseware, we can adapt course content and flow to your specifications.

COURSE OUTLINE

EXPLORING OUTLOOK AND WORKING WITH CONTACTS

- * Introduction to Microsoft Outlook
- * About Contacts
- * Using Address Books
- * Working with Contacts
- * Printing Contact Information
- * Quitting Outlook

USING E-MAIL

- * About E-Mail
- * E-Mail Message Components
- * Creating and Sending E-Mail Messages
- * Using E-Mail Signatures
- * Attaching Files to E-Mail Messages
- * Receiving and Viewing E-Mail Messages
- * Responding to E-Mail Messages
- * Deleting E-Mail Messages
- * Copying and Printing E-Mail Messages

CREATING AND MANAGING TASKS

- * Introduction to Tasks
- * Creating Tasks
- * Modifying Tasks
- * Setting Reminders
- * Delegating Tasks
- * Accepting and Declining Tasks
- * Marking Tasks as Completed
- * Linking Tasks to Contacts
- * Forwarding Task Information to Other Users
- * Changing Task Views
- * Printing Tasks
- * Deleting Tasks

WORKING WITH THE CALENDAR

- * Introduction to the Calendar
- * Changing Calendar Views
- * Setting Calendar Options
- * Scheduling and Managing Appointments
- * Scheduling Events
- * Scheduling Meetings
- * Printing Calendar Information

CREATING AND MANAGING NOTES

- * Introduction to Notes
- * Creating Notes
- * Modifying Notes
- * Assigning Notes to Categories
- * Copying Notes to Other Views
- * Linking Contacts to Notes
- * Using Notes Options
- * Changing Note Views
- * Printing Notes
- * Deleting Notes

FINDING AND ORGANIZING OUTLOOK INFORMATION

- * Using Outlook Tools to Find and Organize Data
- * Using Folders
- * Grouping and Sorting Items
- * Adding and Deleting Fields
- * Filtering Outlook Items
- * Organizing Outlook Items
- * Finding Items
- * Archiving Outlook Data