

## 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 & Printing E-Mail Messages

### USING INSTANT MESSAGING, MULTIPLE E-MAIL ACCOUNTS AND E-MAIL OPTIONS

- \* Instant Messaging
- \* Managing Multiple E-Mail Accounts
- \* Modifying E-Mail Message Settings
- \* Using Delivery Options for E-Mail Messages
- \* Assigning Messages to Categories
- \* Saving Messages in Various Formats

### 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

### CONFIGURING SECURITY SETTINGS

- \* E-Mail Message Security
- \* Controlling Security Zone Settings
- \* Encryption, Keys, Certificates and Secure Protocols
- \* Obtaining Digital Certificates
- \* Digitally Signing E-Mail Messages
- \* Viewing Digital Certificates
- \* Saving Digital Certificates in Your Contacts List
- \* Exchanging Encrypted E-Mail Messages
- \* Exporting and Deleting Digital Certificates