Microsoft Outlook

Introduction

PREREQUISITES
- A working knowledge of Windows is required, or our Introduction to MS Windows course. No experience of MS Outlook is required.

BENEFITS
- At the end of this course you will have a good working knowledge of Outlook basics. You will feel more confident using Outlook and be able to manage and communicate using Microsoft Outlook. Users may set up meetings across the network, organise their calendar or delegate it to someone else, manage their to-do list using Tasks, and even leave notes on the desktop. The powerful tools in Outlook in general helps simplify email communication, enhance group planning, scheduling of meetings, and also allow access to the information you need all from one place.

COURSE CONTENT

WORKING WITH OUTLOOK BASICS
- Using the Outlook interface.
- Displaying or hiding a toolbar.
- Using the Outlook Bar.
- Using the Outlook Today page. Using the Folder List.

USING OUTLOOK MESSAGING
- Sending a message.
- Using the Address Book.
- Changing mailfolder views.
- Opening a message in the Inbox folder.
- Sending and receiving messages.
- Viewing sent messages.
- Replying & Forwarding a message.
- Printing from the information viewer.
- Printing from the Message window.

MANAGING MESSAGES
- Saving a draft version of a message.
- Flagging a message for follow up.
- Navigating through open messages.
- Changing the read status of a message.
- Sorting mail messages.
- Deleting a message.
- Moving a message to a different folder.

WORKING WITH COMPONENTS AND OFFICE
- Creating an AutoSignature.
- Inserting a file into a message.
- Saving a file attachment.
- Opening a file attachment.
- Inserting a hyperlink into a message.
- Creating and using Office documents.
- Using the Office Clipboard.

SCHEDULING WITH THE CALENDAR
- Navigating the Calendar.
- Scheduling a new appointment.
- Using AutoDate. Scheduling an event.
- Scheduling a meeting.
- Responding to a meeting. Checking meeting responses.
- Adding a task to the TaskPad.
- Editing Calendar items. Setting a Calendar item as recurring.
- Printing Calendar information. Deleting Calendar items.

MANAGING CONTACTS
- Adding a contact. Changing the Contacts view.
- Editing a contact. Flagging a contact for follow-up. Sending a new message to a contact.
- Organising Contacts meetings.
- Assigning a task to a contact. Printing Contacts information. Deleting a contact.

USING OUTLOOK MESSAGING FEATURES
- Setting message tracking options.
- Viewing the message delivery status.
- Recalling a message.
- Creating a message with voting buttons.
- Responding to a voting message.

WORKING WITH TASKS
- Adding a task. Creating a recurring task.
- Marking a task complete.
- Sorting tasks.
- Assigning a task to another Outlook user. Accepting/Declining tasks.
- Printing Tasks information. Deleting.

COURSE CONTENT

USING JOURNAL
- Adding a journal entry.
- Changing the Journal view.
- Opening a journal entry.
- Printing a journal entry. Deleting a journal entry.

USING NOTES
- Creating a note.
- Assigning a colour to a note.
- Changing the Notes view.
- Opening a note. Printing a note. Deleting a note.

ORGANISING OUTLOOK ITEMS
- Assigning an Outlook item to a category.
- Creating a new folder. Using find.
- Using the Ways to Organise pane.
- Inserting an Outlook item into a message.

TASK RELATIONSHIPS
- The 4 Relationship Types
- Establish Links
- How To Use Slack
- Lag & Lead Time
- Outline The Schedule (ie Create Subtasks)