

Microsoft Outlook

Target Audience

This one day course is aimed at inexperienced or self taught users of this package who wish to take advantage of its e-mail, calendaring and task management capabilities.

Course Details

This is a structured one course with expert tuition, demonstrations and hands on practice.

A training manual or reference guide and appropriate exercises are provided.

Course Content

EMAIL

- Internal and external email
- Send and receive messages
- The address books
- Reply to messages
- Copy and blind carbon copy
- Forward messages
- Use message flags
- Use voting buttons in
- Email attachments
- Use Word to send an email
- Use message templates
- Message handling options
- Sort and filter messages
- Create a personal distribution list
- Email housekeeping - delete email, move and copy email, create folders, use rules.

TASKS

- Create and prioritise tasks
- Set a reminder for a task
- Recurring tasks
- Delegate tasks

WORKING WITH CONTACTS

- Create and delete contacts
- Add a contact from the same company
- Navigate through contacts
- Show contacts in different views

CALENDAR

- Show the calendar in different views
- Create and delete appointments
- Move appointments
- Set reminders and recurrences
- Meeting planner and sharing

NOTES

- Create and delete notes
- Use Notes on the desktop

JOURNAL

- View and manipulate the journal