
Microsoft Outlook Introductory

Course objectives

This extremely practical 1-day course introduces the delegates to Microsoft Outlook. It will provide “hands on” experience of many of the features found in this product.

Target Audience

For people who are new or recent users of Microsoft Outlook.

Assumed Knowledge

Delegates should be familiar with the Windows operating system. No knowledge of Microsoft Outlook is expected.

Course Agenda

Fundamentals

- Menus
- Toolbars
- The Taskbar
- Outlook Components
- Help

Contacts

- Add and Edit a Contact
- Categorise a Contact
- Create Contacts for the Same Company
- Flag a Contact
- Print Contacts
- Set Up the Address Book
- Create a Letter for a Contact
- Delete a Contact

Calendar

- Create and Edit Appointments
- Create a Detailed Appointment
- Set Reminders
- Events
- Recurring Appointments/Events
- Show Two Time Zones
- Print a Schedule
- Plan a Meeting with Others
- View Responses to Meetings
- Receive a Meeting e-mail

Journals

- Create a New Journal Entry
- View a Journal Entry
- Automatically Record a Journal Item

Tasks

- Add a Detailed Task
- Recurring Tasks
- Assign Tasks
- Categorise a Task
- Organise Tasks by Categories
- Tracking task status

E-Mail

- Create a Message
- Address a Message
- Format Message Text
- Track e-mail Messages
- Set the Priority of a Message
- Send messages
- E-mail Attachments
- Distribution Lists
- Recall an e-mail Message
- Receive and Read a Message
- Flag a Message
- Group Messages
- Sort Messages
- Reply to a Message
- Forward a Message
- Print a Message
- Draft e-mails
- Use e-mail as a Voting Tool
- Delete Messages
- Add a Custom Signature

Creating notes and filters