

ARROW COMPUTER TRAINING

Telephone: 01827 61906

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www.arrowtraining.co.uk

OUTLOOK INTRODUCTION – Stage 1 Course

Overview

This course is designed for new users of Outlook, or for those who are self taught this course will bridge knowledge gaps.

Prior Knowledge Requirements

No previous experience of Outlook is required to attend this course but a basic knowledge of Windows, keyboard and mouse skills are necessary.

The course covers the following areas:

Getting to know MS Outlook

- What is Microsoft Outlook?
- The Outlook Window
- Navigating in Outlook
- The Preview Pane
- Getting Help

Working with Messages

- Setting importance and sensitivity
- Read receipts and delivery receipts
- Have replies sent to another
- Expires after, do not deliver before
- Flagging messages for follow up

Basic mail features

- Composing Messages
- Handling Messages
- Receiving Messages
- Reading Messages
- Replying to a Message
- Closing a Message
- Saving a Draft Message
- Deleting Messages

Using the Calendar

- Entering appointments
- Appointment colouring
- Viewing and navigation
- Adding items to appointments (email messages, tasks etc.)
- Customizing Calendar view
- Recurring Appointments
- Entering Events
- Adding Holidays
- Scheduling Meetings
- Printing the calendar
- Reminders Window

Special mail features

- Word as the E-mail Editor
- The Personal Address Book
- Editing the Personal Address Book
- Composing Messages Using Address Book
- Creating AutoSignatures
- Using the SpellChecker

Tasks & Notes

- Entering Tasks
- Recurring Tasks
- Delegating Tasks to others
- Sending status reports
- Entering and Editing Notes
- Re-colouring notes
- Sending notes to others

Organising Mail

- Deleting messages
- Sorting and Finding messages
- Quick Find
- Advanced Find
- Mailbox Cleanup
- Out of Office Assistant
- Categories
- Setting Filters
- Saving Email messages
- Creating folders

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OUTLOOK ADVANCED – Stage 2 Course

Overview

This is a course for delegates who have already attended the introductory course, or those who have been using Outlook at basic level and wish to advance their knowledge.

Prior Knowledge Requirements

Attendance on the Introductory level course, or a good working knowledge of Outlook.

The course covers the following areas:

Revision of basic functions in Outlook

Optimise mail functions

- Attaching Files to Messages
- Creating Distribution Lists
- Flagging Messages
- Colour-coding Messages
- The Junk Mail Feature
- E-mail Stationery (preset templates)
- E-mail Signature and using Multiple signatures

Working With Rules

- How Rules Are Applied In The Rules Wizard
- About The Rules Wizard
- Examples Of Processes You Can Automate With The Rules Wizard

Tracking work with the Journal and Notes

- Using Outlook Journal
- Recording Activities Automatically
- Recording Activities Manually
- Working with Notes

Scheduling and Time Management with Calendar

- Sharing your Calendar on a Network
- Using Calendar Options with shared calendars
- Scheduling Meetings
- Inviting a Contact to a Meeting
- Responding to a Meeting Request
- Reviewing Meeting Information
- Sharing your Calendar on the Internet

File Management

- Managing Files With Outlook
- Archiving
- Archiving Folder Items
- Setting Archive options

Using Outlook with other Applications

- Importing data
- Exporting data
- Using Outlook with Mail Merge

Customising Outlook

- Customise The Outlook Bar
- Customise The Calendar
- Customise Contacts
- Customise Tasks
- Customise Views
- Customise Journal