



## Microsoft Outlook

(Free manual provided in Adobe PDF format)

### Course Objectives

At the end of the course participants will be able to:

- Use the outlook bar to navigate between Outlook Folders
- Customise the Outlook environment
- Send, receive and respond to mail using various options
- Print, delete, move, reply to or forward mail items
- Be able to sort, filter and group outlook items
- Create, edit, print and delete appointments
- Create re-occurring appointments and schedule meetings
- Create and manage journal entries and tasks
- Add details for people, organisations and distribution lists to the contact folder
- Share information and outlook folders with others

### Course Outline

#### The Outlook Bar

- Using the folder list
- Creating new groups
- Creating and deleting folders
- Moving items to folders

#### Outlook Folders

- Basic folders
- Personal folders
- Public folders

#### Outlook Elements

- Outlook today
- Inbox
- Calendar
- Contacts
- Tasks
- Journal
- Notes

#### Mail

- Create and send mail with options
- Mail attachments
- Auto signatures
- Flag mail for follow up
- Recall Messages
- Addressing Mail
- Mail icons
- Tracking mail

#### Handling Mail

- Deleting mail
- The Deleted items folder
- Archive and auto archive
- Sort, filter and group mail items

#### Calendar

- Appointments
- Recurring appointments
- Meetings
- Multiple time zones

#### Contacts and Address Books

- Creating Contacts
- Creating distribution lists

#### Tasks

- Creating Outlook tasks
- Assigning tasks
- Recurring tasks



#### **Notes**

- Creating notes

#### **Outlook Features**

- The rules wizard
- The organise feature
- Junk emails
- Out of office assistant
- Mail Merge from Outlook contacts

#### **Outlook Views**

- Understanding Outlook views
- Creating views
- Modify existing outlook views

#### **Sharing Information**

- Simple delegation
- Folder permissions
- Accessing other peoples folders
- Public folders
- Creating additional mailboxes

### **Pre-requisites**

No prerequisites but experience with a keyboard and mouse is desirable.