

MICROSOFT OUTLOOK – NEW USER COURSE OUTLINE

APPLICATION MICROSOFT OUTLOOK

LEVEL NEW USER

DURATION ONE DAY

WHO SHOULD ATTEND This course has been designed to introduce the delegate to all the different components within Outlook. The course will cover all the features and functions shown below. This will enable the delegate to become competent users of this desktop information management program and to organise and share information with other users.

OBJECTIVES

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

Introduction to Outlook	identify and understand the components of Outlook
Send Mail Messages	send a mail message, address the mail message, set delivery & read notifications, attach documents to the message, send carbon & blind copies, spell check
Receive Mail Messages	read a mail message, read an attachment, save an attachment, reply to a mail message, forward a mail message, delete a mail messages, print a mail message
Mail Message options	set delivery and tracking options, mark messages with importance & sensitivity flags, find mail messages, create and use an AutoSignature
Folders	create folders, move messages to folders
Address Books	use the Global Address Book
Contacts	create a new contact, create a new contact for an existing company, create messages, meetings and tasks for a contact, changing the contact form
Calendar	schedule appointments, move & delete appointments, set appointment reminders, set recurring appointments, change appointment views, create appointment views, filter appointments, move appointments to specific dates, scheduling events, use the Meeting Planner, set calendar options
Tasks	set a new task, set start & due dates for the task, set the task status & priority, set task reminders, send a task request
Notes	create and use notes