D.T.I.
Direct Training Ireland

Microsoft Outlook
Fundamentals
½ Day Course
9:30am – 12:45pm or 1:45pm – 4:30pm

Course Aims & Objectives

Microsoft Outlook is more than just an email programme. In this course you will learn how to use the programme to its full capabilities. You will learn how to work with email messages but also how to work with Calendars, Contacts and Tasks. You will learn how to work with signatures and themes and how to manage your inbox including filtering, creating search folders and automatically redirecting emails to appropriate folders.
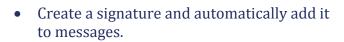
Who Should Attend?

This course is open to all participants who use Microsoft Outlook within the Microsoft Office suite of programmes. It will be based on Outlook 2010 but can equally applied to other versions of the desktop application.

Course Outline

The course content will include the items listed below.

- Compose, send, receive emails.
- Reply and forward emails.
- Work with attachments.
- Work with calendar views.
- Schedule meetings and appointments.
- Update or cancel meetings or appointments.
- Reply to meeting invitations.
- Add, edit, update ad delete contacts.
- Create contact groups.
- Create, edit and update tasks.
- Assign tasks to others.
- Reply to task requests.

- Create a signature and automatically add it to messages.
- Create email folders.
- Create rules to filter and file emails automatically.
- Use Categories to control and track emails or contacts.
- Learn how to keep your inbox clear.
- Search for emails within your system.

Notes and exercise files will be provided on CD or via Dropbox. The notes will cover Outlook Core level. Ongoing email support is offered.