

## Course Aims & Objectives

Microsoft Outlook is more than just an email programme. It is also a useful tool for helping to manage your time more effectively. In this course you will learn how to use the programme to its full capabilities. We will go beyond the basics and learn how to manage your inbox including filtering, creating search folders, catch and automatically redirecting emails to appropriate folders. We will examine some of the advanced options within Outlook which can enable you to correctly manage your application and your time.

## Who Should Attend?

This course is open to all participants who use Microsoft Outlook within the Microsoft Office suite of programmes. Participants should already be familiar with composing, sending, replying and forwarding emails. It will be based on Outlook 2010 but can equally be applied to other versions of the desktop application.

## Course Outline

The course content will include the items listed below.

- Set up a folder structure.
- Learn how to create rules for incoming emails which automatically file them.
- Create Quick Steps – perform multiple actions on an email with one mouse click.
- Understand, create, assign, search by Category for email, appointment and people.
- Work with Favourite Views to summarise and track all unread emails.
- Gain an in-depth understanding of the Advanced Options in Outlook.
- Use advanced Calendar option – set reminders, time zones, week numbers.
- Learn about indexing to speed up searches.
- Search for emails within your system.
- Layout your views to ensure you never miss anything important.
- Learn how to customise your ribbons and create new groups and tabs.
- Understand the difference between Appointment and Meetings.
- Create meetings and invite attendees.
- Learn how to share calendars yet keep some items private.
- Set permissions for other users of your calendar.
- Create new contacts, new groups and new contact groups.
- Create custom views of your contacts, group and sort all contacts exactly as you wish.
- Create, assign and manage tasks.