

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.

Course Outline

The course content will include the items listed below.

- Compose, send, receive emails.
- Reply and forward emails.
- Work with attachments.
- Gain an in-depth understanding of the Advanced Options in Outlook.
- Use advanced Calendar option – set reminders, time zones, week numbers.
- Work with calendar views.
- Create a signature and automatically add it to messages.
- 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.
- 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.
- Work with Favourite Views to summarise and track all unread emails.
- Learn how to keep your inbox clear.
- 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.
- Create new contacts, new groups and new contact groups.
- Create custom views of your contacts, group and sort contacts in various ways.
- Create, assign and manage tasks.