

Microsoft Outlook

Level 1

Course Description

This course is the first in a series of three Microsoft Office Outlook courses. It will provide you with the skills you need to start sending and responding to email in Microsoft Office Outlook , as well as maintaining your Calendar, scheduling meetings, and working with tasks and notes. In this course, you will compose and send email, schedule appointments and meetings, manage contact information and tasks, and use notes.

Course Objective

You will compose and send email, schedule appointments and meetings, manage contact information and tasks, and use notes.

Pre-requisites

The course requires that you are familiar with using personal computers and have used a mouse and keyboard; basic typing skills are recommended. You should be comfortable in the Windows environment and be able to use Windows to manage information on your computer. Specifically, you should be able to: launch and close programs; navigate to information stored on the computer; and manage files and folders. The following courses are recommended, or you should have equivalent knowledge of: Microsoft Windows 7 or Microsoft Windows 10.

Course Content

Module 1 - Outlook Essentials

- Foreword
- Getting Started
- Exploring the Outlook Window
- Navigating in Outlook
- Getting Help
- Obtaining Context-Sensitive Help
- Printing Documents
- Setting Up the Page
- Selecting Additional Printing Options
- Previewing and Printing a Document
- Ending an Outlook Session
- Minimising and Restoring Outlook
- from Outlook and Logging Off

Module 2 - Communicating with Mail

- Using the Inbox
- Checking for New Messages
- Previewing and Opening Messages
- The Ribbon
- Selecting and Printing a Message
- Closing a Message
- Sorting Messages
- Filtering Messages

- Composing a New Message
- Addressing and Typing a Message
- Editing Text
- Formatting Text
- Using AutoComplete
- Including an AutoSignature with a Message
- Correcting Spelling as You Type
- Sending a Message
- Forwarding and Replying to Messages
- Replying to a Message
- Managing Messages Using Folders
- Moving a Message to a Folder
- Deleting and Restoring a Message

Module 3 - Organising Contacts

- Creating a Contact List
- Adding Contacts Manually
- Selecting and Editing an Address Card
- Transmitting and Adding Contacts with E-mail
- Managing Contacts
- Changing the Current View

Module 4 - Scheduling with Calendar

- Navigating in Calendar
- Viewing a Day, a Week, or a Month
- Using the Date Navigator
- Viewing a Range of Dates, Several Weeks, and Discontinuous Days
- Showing Two Time Zones
- Making and Moving Appointments
- Selecting an Appointment and Modifying the Date in Day View
- Modifying the Date in Week View
- Changing the Time of an Appointment
- Managing Appointments
- Editing Recurring Appointments
- Creating Tentative Appointments
- Inserting All Day Events
- Deleting Appointments
- Restoring Deleted Appointments

Module 5 – Tasks

- Working with Tasks
- Creating a Task
- Selecting and Editing a Task
- Making a Task Recurring
- Deleting and Restoring a Task
- Managing Tasks
- Setting the Priority for a Task
- Tracking a Task's Status and Marking a Task Completed
- Using Task Timeline View

Module 6 - Keeping a Journal and Using Notes

- Tracking Activities
- Recording Activities Automatically
- Setting Shortcut Opening Options and Using a Journal Entry as a Shortcut
- Working with Notes
- Writing a Note
- Opening and Editing a Note
- Organising Notes
- Changing Icon Size

Microsoft Outlook Level 2

Course Description

If you have been using Microsoft Office Outlook as a communications tool, then you know how to send a mail message; schedule appointments and meetings; and create contacts, tasks, and notes. This course is the second in a series of three Microsoft Office Outlook courses. In this course, you will customise your Outlook environment, Calendar, mail, folders, and also track, share, assign, and quickly locate various Outlook items.

Course Objective

You will customise your environment, Calendar, and mail messages to meet your specific needs as well as track, share, assign, and quickly locate various Outlook items.

Pre-requisites

Before taking this course, students are required to take the following or possess equivalent knowledge of: Microsoft Outlook Level 1

Course Content

Module 1 - Using Advanced Management Features

- Managing Items
- Setting Up AutoArchiving
- Archiving Manually
- Retrieving Archived Items
- Creating and Applying Categories
- Finding Items
- Grouping Items
- Creating and Clearing a Filter
- Customising Outlook
- Setting Options
- Adding Shortcuts to the Outlook Bar
- Moving a Shortcut on the Outlook Bar
- Removing a Shortcut from the Outlook Bar
- Changing Your Password

Module 2 - Optimising Mail Functions

- Using Address Books
- Using an Address Book to Address a Message
- Adding a Name to Your Personal Address Book
- Creating an Alias in Your Personal Address Book
- Selecting a Default Address Book
- Working with Personal Distribution Lists
- Creating a Personal Distribution List
- Editing a Personal Distribution List
- Deleting a Personal Distribution List

- Using Message Features
- Saving and Closing a Message without Sending It
- Setting Spelling Options
- Setting Additional Spelling Features
- Setting and Using Message Options
- Using Voting Buttons
- Flagging a Message
- Recalling a Message
- Attaching a File
- Opening, Closing, and Saving an Attached File
- Accessing the Internet
- Inserting and Editing a Hyperlink in a Message
- Using a Hyperlink in a Message
- Using the Web Toolbar

Module 3 - Working with Contacts

- Refining Your Contact List
- Adding a Contact from the Same Company
- Using the File as Feature
- Accessing Contacts Directly
- Sending a Message to a Contact
- Accessing a Contact's Web Page
- Managing Favourite Web Addresses

Module 4 - Working with Other Users

- Scheduling Meetings
- Inviting Colleagues and Setting a Meeting Time
- Inviting a Contact to a Meeting
- Responding to a Meeting Request
- Reviewing Meeting Information
- Rescheduling and Cancelling a Meeting
- Scheduling an Event
- Completing Tasks
- Scheduling a Task
- Regenerating a Task
- Assigning a Task to Someone Else
- Responding to a Task Request
- Reclaiming Ownership of a Declined Task
- Creating a New Item from an Existing One

Module 5 - Working with Templates and Forms

- Working with Templates
- Using a Template
- Creating a Template
- Utilising Forms
- Installing Sample Forms
- Using a Form
- Creating a Form
- Modifying an Existing Form
- Publishing and Saving a New Form