



Microsoft Outlook-The Essentials

Overview

Boost your communication skills and increase your productivity. The course starts with Outlook fundamentals and then moves on to advanced topics like rules, collaborating with other users and sharing folders, and using search tools.

Target Audience

Anyone that uses Outlook as their email application will benefit from the many different ways of using Outlook to automate essential tasks, easily organise and manage their inbox and find important emails quickly.

Program Fundamentals

- Starting Outlook
- Understanding the Outlook Program Screen
- Understanding Items
- Understanding the Message Window
- Using Command Shortcuts
- Using the Navigation Pane
- Using the Reading Pane
- Using the To-Do Bar
- Using Help

Composing and Sending E-mail

- Composing an email Message
- Specifying Message Options
- Formatting Text
- Checking your Spelling
- Working with Hyperlinks
- Attaching a File to a Message

Receiving E-mail

- Replying to and Forwarding a Message
- Managing Attachments
- Deleting a Message
- Flagging a Message for Follow-up
- Using Colour Categories
- Viewing in Conversation mode
- Managing Conversations
- Sorting Messages
- Changing Views



- Printing a Message

More E-mail Features

- Saving Unfinished Messages (Drafts)
- Recalling a Message
- Resending a Message
- Using the Out of Office Assistant
- Creating, Managing and Inserting a Signatures
- Using Stationery and Themes
- Delay Sending a Message
- Changing Message Format
- Inserting Screenshots

Automating Commands

- Creating and Managing Quick Steps
- Creating and Managing Rules
- Creating and Managing Templates
- Creating and Managing Quick Parts

Working with Contacts

- Introduction to the Personal Address Book
- Adding a Contact
- Adding a Contact from an E-mail
- Managing Contacts
- Viewing and Sorting Contacts
- Mapping a Contact's Address
- Finding and Organizing Contacts
- Creating a Contact Group

Using the Calendar

- Viewing and Navigating the Calendar
- Scheduling Appointments and Events
- Editing and Rescheduling Appointments and Events
- Working with Recurring Appointments and Events
- Setting Availability
- Color-coding Appointments
- Setting Reminders
- Changing the Appearance of a Calendar
- Changing Work Days and Times
- Creating Additional Calendars
- Viewing Calendars Side-by-Side or Overlaid
- Adding additional Time Zones



Collaborating with Other Users

- Sharing Your Calendar
- Opening Shared Calendars
- Scheduling Meetings
- Responding to a Meeting Request
- Working with Calendar Groups
- Marking an Appointment as Private
- Sharing Outlook Folders and Giving Delegate Permissions
- Taking and Tracking a Vote

Working with Tasks

- Adding a Task
- Changing Task Views
- Sorting Tasks
- Updating a Task
- Creating Recurring Tasks
- Attaching an Item to a Task
- Assigning a Task to another user
- Completing a Task

Organizing and Finding Information

- Creating, Using and Managing Folders
- Using Instant Search
- Refining a Search
- Using Advanced Find
- Creating and Using Search Folders
- Modifying and Deleting Search Folders
- Sorting and Grouping Information
- Filtering Information

Junk Email

- Dealing with Junk E-mail
- Adding Addresses to the Safe and Blocked Senders List