

Outlook : The essentials and a bit more

Audience

This **one day session** is suitable for those who want to do a bit more than send and receive emails. The course will cover email and time management tools, diary management and Task and To Do tools.

Aims

By the end of the course delegates will be confident using the essential features of Outlook to manage, organise, prioritise, schedule and communicate with Email, Calendar and Tasks.

Course Content

OUTLOOK Overview

- Start-up Screen
- Outlook Interface – Ribbon, Groups, Tabs and command buttons, Quick Access Toolbar
- Navigation Pane, Favourites, Folders and Outlook Views
- Customising Views and Email arrangements
- Working with the Conversation View

MAIL

- Creating New Emails
- Addressing Emails; Address Book and AutoComplete
- Email Options
- Email settings – Importance levels
- Voting Buttons and tracking
- Email Attachments – viewing; saving; printing
- Responding to emails
- Working with Folders - Managing Emails, Moving and Organising
- Prioritising – using flags
- Organising – Colour Categories
- Automatic Replies - Out of Office
- Signatures
- Understanding Microsoft Live Preview features
- Inserting Tables, Images, and Screenshots
- Creating automated processes - QuickSteps
- Searching using Instant Search, refinements, scope and Advanced search features

CALENDAR

- Appointments
- Reminders
- View Calendar and modify view
- Work with Shared Calendars
- Overlay multiple calendars
- Create new appointments, recurring appointments, all day events
- Set Appointment Status – Busy, tentative etc.
- Meetings – create, invite Attendees, use scheduling assistant
- Room Finder legend and conflicts
- Making appointments/meetings private

- Invitees responses
- Sharing own Calendar

CONTACTS

- Create new contacts
- Contact Groups
- Share Contact Folder

TASK / TO DO FOLDER

- Create new Tasks
- Set reminders
- Assign tasks to another
- Keep updated copy of a Task
- Generate Task Status Reports

OUTLOOK OPTIONS and SETTINGS

- Set Delegate Access and Permissions
- File and Backstage View
- Outlook Options