

## Microsoft Office - Outlook Introduction

### 1 Day Course

#### **Overview**

This course covers the basic skills required to manage email messages and tasks efficiently.

#### **Audience**

This course is designed for people who rely on Outlook for e-mail communication both internally and with external customers.

#### **Course Objectives**

At the end of this course, delegates will be able to communicate with others inside and outside their company, manage messages effectively, control and customise their emails and folders and apply a variety of useful time saving features



#### **Prerequisites**

No prior knowledge is assumed.

#### **Course Contents (1 day)**

- The new Ribbon interface
- E-mail
  - Create, Reply & Forward
  - Address books (global & personal)
  - Create Distribution lists
  - Handling message options
  - Attachments - Send, Receive, Preview
  - Printing messages
  - Save Drafts
  - Recall & Resend
  - Using Hyperlinks
  - Spell & Grammar checker
  - Conversations
- Message Options
  - To:, Cc:, Bcc:
  - Sensitivity & Priority
  - Delay and Expirations
  - Categories
  - Read and Delivery Receipts
  - Rich Text v Plain Text v HTML
  - Applying Follow Up flags
  - Delivery & Expiry dates/times
- Creating and Managing folders
  - Sort/Move/Delete messages
  - Create/Move/Rename/Delete Folders
  - Restore Deleted messages
  - Using the Field chooser
  - Define & Amend Views
  - Conversation view
- Organising Mail
  - The Organise feature
  - Rules Wizard to control messages
  - For Junk email
  - Modify/Disable rules
  - Using Colours and Views
  - 'Out of Office' messages
- Find
  - Instant search
  - Advanced Find options
  - Creating Search Folders
- Voting buttons
  - Creating and Managing votes
- Customisation
  - Personal folders
  - The Organize pane
  - AutoSignatures
  - Mailbox permissions
  - Customising Outlook Today

- Archiving
    - Understanding PST files
    - AutoArchive settings and Archive Folders
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- Mailbox Cleanup
    - Viewing mailbox sizes

### ***Course Materials***

Enliten IT will provide each delegate with a workbook and other useful reference materials where applicable. These may be either paper based or in Adobe pdf format or a combination thereof.

### ***Customised Option***

If required you can customise the content to create your own course. Just “Pick ‘n’ Mix” content from the Introduction and Advanced course and we will accommodate your requirements.