Course Synopsis
Microsoft Outlook
Level 2

Duration: 1 day

"We're at the point now where the challenge isn't how to communicate effectively with e-mail, it's ensuring that you spend your time on the e-mail that matters most." Bill Gates

What this course will do for you:
Outlook is more than just an email application; it provides you with powerful solutions for organising your time and managing your daily priorities. This course will give you the skills to send, receive and organise your emails and also to manage your time through powerful calendar features and to prioritise daily tasks.

To get the most out of this course:
You would like email training at a basic level and you would also like training in the Outlook features that can make you work more effectively and efficiently.

What you will learn

Basic Email Skills
Correctly address, send and reply to an email both to company colleagues and external recipients.
Send a recipient a file by inserting an attachment.
Mark messages Unread so you can come back and read them later.

Organising your Inbox
Change the reading pane position
Quickly and easily find emails by Sorting.
Use Grouped or Ungrouped arrangements of emails.
Using Follow Up Flags to ensure your response to emails.
Use Categories to categorise emails using colours.
Find information easily by adding additional columns to your Inbox.
Search for emails using the Search box.

Working with the Navigation Pane
Minimise the Navigation Pane.
Easily access your email folders by moving them into your Favourites Folder.
Customise the Navigation Pane to show your favourite parts of Outlook.
Work with email folders: Drafts, Deleted Items, Junk E-mail.

Working with Folders
Organise your emails by putting them into folders.
Move multiple emails into folders.

Using Search Folders
Use Search Folders to quickly find emails.
Create your own Search Folders to find emails from senders or with specific subject matter.

Using the To-Do Bar
Use the Date Navigator to easily find appointments.
Display up-coming appointments.
Use the To-Do list to quickly enter today's tasks.

Using the Send Options
Mark an email as Importance or Confidential.
Confirm a recipient as read your email.

Creating Signatures
Make sure that your emails are signed consistently.
Set up a default signature.

Setting Up the Out of Office Assisant
Make sure that people know when you can't respond to their email eg when on holiday.

Using The Calendar
Enter Appointments and All Day Events
Mark Appointments as Private.
Let other people see your calendar.

Setting Up Contacts
Use your Contacts folder to record names and email addresses of external recipients of your emails.
Create a Distribution List.

Setting Up Tasks
Set up Tasks and due dates to ensure you get things done on time.