

## MICROSOFT OUTLOOK

### Prerequisites:

Attendees should be familiar with a PC and the Windows environment and possess basic keyboard skills.

### Duration:

Each of these modules are delivered in a 3 hour session.

#### Module 1 - The Mail System

- Starting up Microsoft Outlook
- Overview of the Microsoft Outlook Screen
- Using Menus & Ribbons
- Creating, Addressing and Sending Mail
- Reading Messages
- Sending and Receiving Attachments
- Replying to and Forwarding Mail
- Deleting and Moving Mail
- Creating Personal Folders to Manage Messages

#### Module 2 - Advanced Mail, Contacts, Tasks and Calendar

- Changing the Default Outlook view
- Setting Delivery Options for Messages, such as Voting Buttons, Delay Delivery, Automatic Expiry
- Customising the appearance of an e-mail messages
- Creating and Using Auto signatures
- Attaching a message to an appointment
- Flagging Messages
- Using the Out of Office Assistant
- Creating New Contacts
- Creating and Using Personal Distributions Lists
- Using the Task List
- Using the Calendar
- Setting Recurring Appointments and Tasks

#### Module 3 - Creating Rules, Sharing Information and Changing Preferences

- Create and apply rules to messages using the Rules Wizard
- Planning a Meeting with other Users, using the Calendar
- Responding to a Meeting Request
- Viewing the replies to an invitation
- Allowing other users to access your Outlook account
- Viewing other users Outlook account
- Creating and Viewing Groups Schedules
- Setting the options for tracking e-mail messages sent to recipients
- Designing Custom Views and Print Styles
- Setting the options to print e-mail messages with attachments
- Setting User Preferences