



Microsoft Outlook

General Description

This course covers all aspects of working with Microsoft Outlook from creating a simple message to using advanced features including mail merge, group scheduling and customising Outlook. The course also focuses on best practice techniques to improve day to day time management when using Outlook.

Course Outline

At the end of the course delegates will be able to use all aspects of Microsoft Outlook confidently to help manage their communications as efficiently as possible. This course is available for Microsoft Office 2003, 2007 and 2010.

Course Content

- Creating a Message
- Replying to All
- Sent Items
- Creating a Custom Message View
- Add and Open Attachments
- Sending a Voting Message
- Adding Signatures and Stationary
- Colour Coding Email Messages
- Configuring Send and Receive
- Sorting, Filtering and Advanced Find
- Assigning Categories to Messages
- Using a Search Folder and Creating your Own
- Deleting and Recovering Message Folders
- Creating a Message Filter and Message Rules
- Manual Archive, AutoArchive and Recovering Archived Messages
- Adding Charts and Tables to a Message
- Creating, Viewing and Sending a Contact
- Working with Distribution Lists
- Create a Contact
- Adding Contact Activity and Recording Timed Encounters
- Performing Mail Merge in Outlook
- Adding Calendar Items and Changing the Calendar View
- Making a Recurring Appointment and Assigning it to a Category
- Schedule a Meeting and Track Meeting Responses
- Cancel a Meeting and Respond to a Meeting Cancellation
- Advanced Calendar Options including Group Scheduling
- Creating a Task and Estimating the Total Work Required
- Create a Requiring Task and a Task Reminder
- Organise and Assign your Tasks
- Advanced Task Options including Viewing Other Users Tasks
- Using Notes and Customising Outlook
- Useful Hints and Tips

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