

## MICROSOFT OUTLOOK

### DURATION:

Approx 1 Day (6 Hours)

### OVERVIEW:

This course will provide the skills to efficiently use Outlook to manage your Emails, Calendar Appointments and Meetings, Tasks and Notes.

### OUTLINE:

#### LESSON 1: OUTLOOK BASICS

This lesson introduces the Outlook environment and the different ways to view Outlook information.

- Tour the Outlook Screen
- Understand the Outlook views

#### LESSON 2: WORK WITH EMAILS

This lesson covers how to manage the sending, receiving and storage of emails.

- Send email messages and add attachments
- Read, reply and forward emails
- Set expiry dates and times on Emails
- Set who email replies should go to
- Flag Emails to follow up on at a later stage
- Recall and Resend Emails
- Create an automatic signature on your emails
- Set an Out of Office reply

#### LESSON 2: WORK WITH EMAILS - CONTINUED

- Create and manage folders in Outlook
- Search for Emails
- Create Rules to automatically manage your emails
- Manage Junk Mail
- Create and make use of Quick Steps
- Respond to an email with a meeting request
- Send an email that includes part of your schedule in the calendar

#### LESSON 3: WORK WITH CONTACTS

This lesson explains how to manage address books within Outlook.

- Create Contacts
- Use Categories within Contacts
- Create Distribution Lists for mass emails

*See the next page for additional topics...*

#### LESSON 4: WORK WITH THE CALENDAR AND TASKS

This lesson focuses on the scheduling and appointment features within Outlook.

- Make Appointments
- Create Meetings and invite others
- Reschedule Meetings
- Book Resources
- Create and manage a Tasks
- Assign Tasks to others
- Track Tasks you have assigned

#### LESSON 5: USEFUL EXTRAS

This lesson expands on other features within Outlook to assist productivity.

- Create and work with Notes
- Manage Deleted Items
- Create Shortcuts in Outlook
- Additional tips and tricks