

## Outlook Introduction

Course duration:	Half day
Course timings:	9:30 - 12:30
Prerequisites:	Delegates must be experienced with using a mouse and working in the Windows environment. Some word processing experience is helpful.
Training formats:	Private course · tailored · 1-2-1 (all instructor led)
Manuals:	A comprehensive course manual provides support throughout the course and upon your return to the office.

### The Basics

the Outlook screen • different Outlook views • moving around in Outlook

### Sending & Receiving E-mail

composing and addressing mail • adding an Auto-signature • reading and replying to messages • mail priorities • adding a file attachment • reading and saving an attachment • conducting votes by E-mail

### Working with Mailbox Folders

creating personal folders • storing and retrieving messages • deleting unwanted mail

### Distribution

creating distribution lists • sending an email to a distribution list • adding and removing members from a distribution list

### Calendar

scheduling appointments • reminders • adding events • recurring entries • planning meetings

### Tasks

creating new tasks • assigning tasks • due dates • priorities and reminders

### Notes

creating notes • viewing and printing notes

### Contacts

creating a new contact • assigning categories • maintaining a contact list • using contacts to address e-mail • customising the contacts view