

Microsoft Outlook Foundation

Course Specification

“I want to be able to keep track of my clients, and appointments. I would also like to be able to send Email Messages”.

Most companies rely on information on a day-to-day basis, whether it is a client address, or simply keeping details of appointments. Outlook contains these items and many more, if you want to organise your company, share information, (if you have a network), access Internal and External Email, create Calendar printouts of appointments, or print out contact lists, then this is the course for you

Hands On: Throughout this course, you will have full access to a Personal Computer, and the “Hands On” exercises will guide you through the use of the various modules from within Microsoft Outlook, and because you are doing these tasks practically, you are able to apply the skills learnt and customise them to meet your own particular needs.

Course Benefits: This course introduces participants to the facilities and functions of Microsoft Outlook, helping them to organise and schedule the busy office environment. Subject to Hardware considerations, and Network, you will be able to share calendars and client lists, email both internally and externally, send messages to distribution lists and attach documents. Such a system is termed a Personal Information Management System. Microsoft Outlook however, can be integrated with Microsoft Word, or you could use the client lists to Fax or Email directly

Course Content:

- Logging On and Off
- Contact Management, using the Address Books
- Adding, Deleting and Amending a Task
- Task Management
- Assigning Tasks to other users
- Using Internal and External Email
- Adding Attachments
- Sorting Information
- Using and editing the Master Category List
- Setting and Customising Flags
- Printing
- Asking for a Receive and Read Receipt
- Using the Address Books
- Understanding the differences between the Global Address List and the Contact List
- 3 ways to create a New Item
- Linking Contacts to Appointments and Tasks

You Will Learn How To:

- Send and Receive Emails
- Forward Emails
- Reply to Emails
- Attach Documents and Files to your Email Messages
- Open and File Attachments
- Set Recurring Appoints such as Regular Meetings, Birthdays, and any other type of appoint/event, which happens on a regular basis.
- Use Categories, and add new categories to the master categories list
- Print and Save Microsoft Outlook Objects
- Create and Send Notes



Andrews Quick Tip

Are you an analogue watch person rather than a digital watch person? If so you might like this alternative way of showing appointment times in the 7-day or Month view of your Outlook Calendar. From the Calendar, go to the View Menu, choose Current View and then customise current view... Now click on the Other Settings... button and tick the Show time as clocks for the required view - Cute isn't it!