

# Microsoft Outlook Training

## Introduction



### Course Objectives

- Use the outlook bar to navigate between Outlook Folders
- Customise the Outlook environment
- Send, receive and respond to mail using various options
- Print, delete, move, reply to or forward mail items
- Be able to sort, filter and group outlook items
- Create, edit, print and delete appointments
- Create re-occurring appointments and schedule meetings
- Create and manage journal entries and tasks
- Add details for people, organisations and distribution lists to the contact folder
- Share information and outlook folders with others

### Customisation

StressLess Learning works in partnership with clients to customise and refine all course content and duration to suit both organisational goals and individual learners requirements.

All course outlines are therefore to be used as a guide only.

### Duration

Flexible

### Prerequisites

None

### Course Outline

#### The Outlook Bar

- Using the folder list
- Creating new groups
- Creating and deleting folders
- Moving items to folders

#### Outlook Folders

- Basic folders
- Personal folders
- Public folders

#### Outlook Elements

- Outlook today
- Inbox
- Calendar
- Contacts
- Tasks
- Journal
- Notes

#### Mail

- Create and send mail with options
- Mail attachments
- Auto signatures
- Flag mail for follow up
- Recall Messages
- Addressing Mail
- Mail icons
- Tracking mail

#### Handling Mail

- Deleting mail
- The Deleted items folder
- Archive and auto archive
- Sort, filter and group mail items

#### Calendar

- Appointments
- Recurring appointments
- Meetings
- Multiple time zones

#### Contacts and Address Books

- Creating Contacts
- Creating distribution lists

#### Tasks

- Creating Outlook tasks
- Assigning tasks
- Recurring tasks

#### Notes

- Creating notes

#### Outlook Features

- The rules wizard
- The organise feature
- Junk emails
- Out of office assistant
- Mail Merge from Outlook contacts

#### Outlook Views

- Understanding Outlook views
- Creating views
- Modify existing outlook views

#### Sharing Information

- Simple delegation
- Folder permissions
- Accessing other peoples folders
- Public folders
- Creating additional mailboxes