

Mastering Microsoft Outlook

One Day 9am to 2pm | \$295+GST per person | Maximum 4 in the class

The aim of this course is to teach participants how to use all aspects of Outlook; not just email. This is a comprehensive cover of Email, Contacts, Notes, Tasks, and Calendar. The aim is to teach participants how they can benefit from tools in Outlook such as Quick Steps, Meetings, Search Folders and so much more to save time and organise their time commitments. It is suitable for beginners, those that are self-taught and wanting to fill the gaps in their knowledge, or those who have not attended an Outlook course in a very long time or those making the transition from an older version of Outlook. A knowledge of Windows is required, and all participants must be competent with a keyboard and mouse.

COURSE CONTENT

The OUTLOOK SCREEN

<input type="checkbox"/> THE RIBBON & FOLDER LIST VIEW	<input type="checkbox"/> CUSTOMISING THE NAVIGATION PANE
<input type="checkbox"/> READING PANE & READING PANE OPTIONS	<input type="checkbox"/> CUSTOMISING THE TO DO BAR

CONTACTS or PEOPLE

<input type="checkbox"/> CREATING A CONTACT FROM SCRATCH	<input type="checkbox"/> CREATE A CONTACT FROM AN E-MAIL
<input type="checkbox"/> CREATE & MANAGE A CONTACT GROUP	<input type="checkbox"/> SHARE CONTACTS & CONTACT GROUPS
<input type="checkbox"/> CONTACT DETAILS; PICTURE & CARD	<input type="checkbox"/> MAP IT
<input type="checkbox"/> WORK WITH CONTACT FOLDERS	<input type="checkbox"/> CONTACT CATEGORIES
<input type="checkbox"/> FIND A CONTACT	<input type="checkbox"/> CONTACT VIEWS

E-MAIL

<input type="checkbox"/> CREATE & SEND AN E-MAIL	<input type="checkbox"/> THE TO, CC AND BCC FIELDS
<input type="checkbox"/> ATTACHING FILES & OUTLOOK ITEMS	<input type="checkbox"/> SIGNATURES; CREATING & SWITCHING
<input type="checkbox"/> FOLLOW UP, IMPORTANCE & SENSITIVITY	<input type="checkbox"/> INSERT A BUSINESS CARD, CALENDAR & TABLE
<input type="checkbox"/> TABLE; BORDERS, GRIDLINES, INSERT & DELETE	<input type="checkbox"/> TABLES; MERGE, RESIZE, STYLES & SHADING
<input type="checkbox"/> INSERT A PICTURE & COMPRESS	<input type="checkbox"/> PICTURE TOOLS; RESIZE, TEXT WRAP & MOVE
<input type="checkbox"/> INSERT SCREEN SHOTS & HYPERLINKS	<input type="checkbox"/> QUICK PARTS & AUTOCORRECT
<input type="checkbox"/> INSERT SYMBOLS & HORIZONTAL LINES	<input type="checkbox"/> VOTING BUTTONS
<input type="checkbox"/> READ & DELIVERY RECEIPTS	<input type="checkbox"/> SAVE SENT ITEM TO & DELAY DELIVERY OPTIONS
<input type="checkbox"/> DIRECT REPLIES TO OPTION	<input type="checkbox"/> MARKING MAIL AS READ OR UNREAD
<input type="checkbox"/> PRINT, FORWARD, REPLY AND REPLY ALL	<input type="checkbox"/> REPLY WITH A MEETING OPTION
<input type="checkbox"/> E-MAIL FORMATS; PLAIN, RTF & HTML	<input type="checkbox"/> FORMATTING; BOLD, ITALIC & UNDERLINE
<input type="checkbox"/> FONT, COLOUR, FONT SIZE, GROW & SHRINK FONT	<input type="checkbox"/> FORMAT PAINTER, CHANGE CASE, UNDO ETC.
<input type="checkbox"/> RESEND & RECALL A MAIL MESSAGE	<input type="checkbox"/> WORKING WITH ATTACHMENTS
<input type="checkbox"/> E-MAIL FOLDERS & FOLDER MANAGEMENT	<input type="checkbox"/> EMAIL CATEGORIES
<input type="checkbox"/> FIELD CHOOSER & CONDITIONAL FORMATTING	<input type="checkbox"/> FILTER & ADVANCED FIND & SEARCH FOLDERS
<input type="checkbox"/> RULES, OUT OF OFFICE ASSISTANT & QUICK STEPS	<input type="checkbox"/> CONVERSATIONS & SETTINGS

CALENDAR

<input type="checkbox"/> CALENDAR VIEWS, DATE NAVIGATOR & TO DO BAR	<input type="checkbox"/> CONFIGURE YOUR CALENDAR
<input type="checkbox"/> APPOINTMENTS, EVENTS & MEETINGS	<input type="checkbox"/> MANAGE MEETINGS
<input type="checkbox"/> CALENDAR CATEGORIES & PRIVATE	<input type="checkbox"/> RECURRING MEETINGS, EVENTS & APPOINTMENTS
<input type="checkbox"/> SHARING YOUR CALENDAR OR MAILBOX FOLDERS	<input type="checkbox"/> VIEW CALENDARS SIDE-BY-SIDE OR OVERLAID

TASKS

<input type="checkbox"/> CREATE, EDIT, & DELETE A TASK	<input type="checkbox"/> MARKING A TASK AS PRIVATE OR COMPLETE
<input type="checkbox"/> RECURRING TASKS & TRACKING COSTS ETC	<input type="checkbox"/> ASSIGNING TASKS TO OTHERS & MANAGING
<input type="checkbox"/> VIEWING TASKS	<input type="checkbox"/> SORTING TASKS

JOURNAL

<input type="checkbox"/> CREATE, EDIT & DELETE JOURNAL ENTRIES	
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NOTES

<input type="checkbox"/> CREATE, OPEN, EDIT & DELETE A NOTE	<input type="checkbox"/> FORWARDING A NOTE VIA E-MAIL
<input type="checkbox"/> NOTES COLOUR, DATE & TIME & FONT ATTRIBUTES	

OUTLOOK MANAGEMENT

<input type="checkbox"/> EMPTYING THE DELETED ITEMS FOLDER	<input type="checkbox"/> CHECK YOUR MAIL BOX SIZE AND CLEANUP
<input type="checkbox"/> OUTLOOK DATA FILES	<input type="checkbox"/> BACKING UP OUTLOOK DATA
<input type="checkbox"/> ARCHIVING	

KEYBOARD SHORTCUTS FOR OUTLOOK