

# Software Solutions

## Mastering

### Microsoft Outlook



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/People, Notes, Tasks, and Calendar. The aim is to teach participants how they can benefit from tools in Outlook such as Quick Steps, Meetings, Rules 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, FOLDERS PANE & FOLDERS VIEW	<input type="checkbox"/> CUSTOMISING THE NAVIGATION OPTIONS
<input type="checkbox"/> READING PANE & READING PANE OPTIONS	<input type="checkbox"/> CUSTOMISING THE TO DO BAR
<input type="checkbox"/> QUICK ACCESS TOOLBAR	<input type="checkbox"/> MESSAGE PREVIEW SETTINGS

##### 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 SHARE & MANAGE A CONTACT GROUP	<input type="checkbox"/> CREATE NEW GROUP
<input type="checkbox"/> CONTACT DETAILS; PICTURE, MAP IT & CARD	<input type="checkbox"/> WORK WITH CONTACT FOLDERS & 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"/> @MENTIONS & EMAIL REACTIONS	<input type="checkbox"/> DELETE AND ARCHIVE
<input type="checkbox"/> ATTACHING FILES, LINKS & OUTLOOK ITEMS	<input type="checkbox"/> SIGNATURES; CREATING & SWITCHING
<input type="checkbox"/> FOLLOW UP, IMPORTANCE & SENSITIVITY	<input type="checkbox"/> INSERT A PICTURE & COMPRESS
<input type="checkbox"/> PICTURE TOOLS; RESIZE, TEXT WRAP & MOVE	<input type="checkbox"/> INSERT SCREEN SHOTS & THE SNIPPING TOOL
<input type="checkbox"/> QUICK PARTS & AUTOCORRECT	<input type="checkbox"/> EMAIL TEMPLATES
<input type="checkbox"/> INSERT SYMBOLS & HORIZONTAL LINES	<input type="checkbox"/> VOTING BUTTONS AND POLLS
<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"/> 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
<input type="checkbox"/> RULES & OUT OF OFFICE ASSISTANT	<input type="checkbox"/> QUICK STEPS

##### 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

##### 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"/> BACKING UP OUTLOOK DATA
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##### KEYBOARD SHORTCUTS FOR OUTLOOK