



Cleary
Training
Associates



Customised IT Training & Development

Course Outline | Microsoft Outlook Level 1

Duration: 1 Day

Objectives: This course is designed to introduce new users to Microsoft Outlook. Users will learn how to send and receive emails, work with the calendar and tasks.

Prerequisites: A basic understanding of using PC's, a keyboard and a mouse, plus knowledge of Microsoft Windows is required, gained either by previous experience or by attendance on a "Microsoft Windows User Introduction" course.

Getting Started

- Starting the Program
- The Outlook Screen
- The Task Pane
- Moving Around Outlook
- The Outlook Menus
- Shortcut Menus
- Toolbars

Email

- Create a New Message
- Addressing the Message
- Subject
- Creating the message text
- Formatting the text
- Send the message

Message Options

- Importance and Sensitivity
- Voting and Tracking Options
- Delivery Options
- Have replies sent to:
- Save sent messages to:
- Do not deliver before
- Expires after

Working with the Inbox

- Reading a Message
- Deleting a Message
- Reading next/previous Message
- Replying/forwarding message
- Address Books
- Adding Names to the Personal Address Book and Personal distribution lists

Calendar

- Calendar Views
- Scheduling an appointment
- Appointment Notes
- Reminders
- Deleting an appointment
- Create a meeting request
- Responding to meeting requests

Tasks

- Create new tasks
- Marking a task as complete
- Editing/Deleting a task
- Assigning a Task to another person

Contacts

- Creating a contact
- Amending contact details
- Deleting a contact
- Sending an E-mail to a contact

Notes

- Creating a Note
- Closing a Note
- Deleting a Note