

Microsoft Office Outlook Working with email effectively



Course aims:

To provide users with the skills to work effectively and efficiently with their emails during their day to day activities.

Pre-requisites:

This course assumes that you are familiar with using personal computers, use a mouse and keyboard and possess some basic typing skills. You should be familiar with the Windows environment and be able to manage information on your computer using Windows Explorer.

Who should attend:

Users who need to use Microsoft Office Outlook to send/reply to emails and use the email features effectively everyday.

Duration: 0.5 day

Outlook essentials	Getting started, exploring the Outlook window, navigating in Outlook, getting help, ending and exiting from Outlook.
Communicating with mail	Using the inbox, checking for new messages, previewing and opening messages, selecting and printing a message, closing a message, sorting messages, filtering messages, composing a new message, addressing and typing a message, editing text, formatting text, using autocomplete, including an autosignature with a message, correcting spelling as you type, sending messages, forwarding and replying to messages, managing messages using folders. Adding an email address to contacts.
Manage messages	Resend a message, recall or replace a message, flagging messages, flagging contacts, change due dates on flags, clear flags, set notifications, turn off automatic saving of messages, using out of the office assistant, create and modify a distribution list.
Locating Outlook items	Sort messages using multiple criteria, find messages, find messages using multiple criteria, filter messages, organize messages, manage junk email
Using rules	Create and edit rules
Offline Line	Create offline folders and how to back up

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