

Microsoft Outlook Training

Introduction (1 day)

- understand some of the more basic email concepts
- start Microsoft Outlook and navigate its key features
- create and send email messages
- receive emails in your Inbox and then work with them
- competently work with file and item attachments within email messages
- work with message flags and reminders
- work effectively with junk email
- work with the Calendar feature
- create and work with Contacts
- create and work with Tasks

Intermediate (1 day)

- effectively edit email messages
- organise and work with mail folders and use quick steps
- use the search facilities to locate messages and other Outlook items
- work with message views
- create and work with colour categories
- create and use rules to manage your email messages
- use many Outlook features as you work with email messages
- schedule appointments and events in your calendar
- schedule meetings using Outlook
- monitor and manage your contacts within Outlook
- create and work with task requests