Outlook Level 1

What do I need?

Learners should be familiar with using a mouse and keyboard. They should be comfortable in the Windows environment and be able to use Windows to manage information. This course is for the new user of Outlook and assumes no experience with Lotus Notes or any other email application. The topics covered are the critical skills you need to create, send and respond to email in Outlook.

How long is the course?

1 Day

Who should attend?

This course is designed for people who need to learn how to use Microsoft Outlook 2010 to compose and send e-mail, schedule appointments and manage contact information.

Getting started with Outlook

Identify the components of the Outlook interface
identify the Outlook ribbon
Customise the Outlook environment
Identify the tabs and commands in the Outlook message form
use Outlook help

Composing messages

Create an e-mail message
Format a message
Check spelling and grammar
Attach a file
Enhance an e-mail message

Sending and receiving messages

Send an e-mail message
Read an e-mail message
Reply and forward an e-mail message
Print an e-mail message
Delete an e-mail message

Organising messages

Manage e-mail messages
Move e-mail messages into folders
Open and save an attachment

Managing contacts

Add a contact
Sort contacts
Find the geographical location of a contact
Update contacts

Scheduling appointments

Explore the Outlook calendar
Schedule an appointment
Edit appointments
Print the Outlook calendar

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Outlook Level 2

What do I need?

Learners should be familiar with using a mouse and keyboard. They should be comfortable in the Windows environment and be able to use Windows to manage information. A basic knowledge of E-mail is recommended.

How long is the course?

1 Day

Who should attend?

This course is designed for learners who require the skills to customise the Outlook environment, calendar, and e-mail messages and who need to track, share, assign, and locate various Outlook items.

Customising message options

Modify message settings
Modify delivery options
Change the message format
Set the out of office notification
Create a contact group
Insert a hyperlink
Create quick steps

Organise and locate messages

Sort messages using multiple criteria
Find messages using instant search
Find messages using multiple criteria
Filter messages
Organise messages
Manage junk email

Setting calendar options

Set workdays and time
Display an additional time zone
Set availability options
Create calendar groups
Manage automatic meeting responses

Track activities using the journal

Record a journal entry automatically
Record a journal entry manually
Modify a journal entry

Managing tasks

Assign a task
Reply to a task request
Send a task update
Track assigned tasks

Sharing folder information

Specify folder permissions
Access another user's folder
Send calendar information in an e-mail
Delegate folder access to users

Customise the Outlook environment

Manually archive a folder
Set automatic archive options
Customise the Ribbon
Customise the Quick Access Toolbar
Customise the to-do bar
Create a folder home page

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