

Outlook Introduction

This introductory course is for anyone who needs to use Microsoft Outlook to manage email, schedule appointments, and keep track of contact information.

Snapshot

Duration: 1 day

Version: 2010, 2013, 2016

Target Audience: This is an entry level course and will suit anyone who is new to Outlook.

Learning Outcomes

At the end of this program you will be able to:

- Become familiar with the Outlook screen
- Create and respond to email messages
- Organise and manage email messages
- Prioritise Tasks
- Use Calendar to schedule appointments
- Create and work with contacts

Course Content

Email Concepts

- How email works
- Email addresses
- Email etiquette

Outlook

- Basics common Outlook screen elements
- Using the ribbon and ribbon key tips
- Accessing the backstage view
- Using the quick access toolbar
- Navigating outlook components

Sending Email

- Composing an email message
- Creating a new message
- Adding an attachment to a message
- Adding importance and requesting receipts
- Creating an auto signature
- Sending a blind cop

Receiving Email

- Opening an outlook data file
- Reading messages
- Understanding conversation view
- Replying to a message
- Forwarding messages
- Finding related messages
- Ignoring conversations
- Marking messages as unread

Working with Attachments

- Inserting a file attachment
- Attaching other outlook items
- Previewing attachments
- Saving a message attachment
- Opening a message attachment

Flagging Messages

- Flagging messages
- Sending a message with a flag
- Removing a flag

Junk Email

- Spamming and junk email

- Understanding junk email options
- Marking messages as junk mail
- Marking messages as safe
- Managing the senders lists
- Importing a blocked senders list
- Exporting a blocked senders list
- Deleting junk email

Working with the Calendar

- Changing the calendar arrangement
- Displaying specific dates
- Navigating within a calendar
- Changing the current view
- Creating a second time zone
- Creating a new calendar
- Sharing calendars
- Working with multiple calendars

People

- Understanding the People View
- Viewing Your Contacts
- Creating A New Contact
- Deleting An Unwanted Contact
- Recovering A Deleted Contact
- Printing Contact Details

Tasks

- Creating simple tasks
- Changing task views
- Sorting tasks
- Deleting tasks
- Printing a task list