



## ***Managing electronic mail using Microsoft® Outlook***

### *About this course*

This course has been designed as an introduction to effectively managing mail, calendar, contacts and tasks with Outlook.

### *Who should attend?*

This course is aimed at people who will be using Outlook in a business environment. The course content is designed for the non-technical user.

### *Learning objectives*

By the end of this course, participants should be able to confidently:

- ✓ Identify and work with the new components of the Outlook screen
- ✓ Send and receive messages
- ✓ Organise messages into folders
- ✓ Send and receive files attached to a message
- ✓ Create personal appointments and setup meetings in the Calendar
- ✓ Create tasks for yourself and others
- ✓ Sharing your Inbox and folders with others
- ✓ Archive obsolete and inactive items
- ✓ Turn on options to automatically process your mail items
- ✓ Send automatic notification to notify senders when you are out of the office

### *Learning method*

This course is designed to be instructor led. Instruction follows a “hands-on” approach. Each delegate will require a PC with Microsoft® Outlook client software installed. It would be preferable if the PCs are networked so that Outlook is connected to the Exchange server.

The course can be complemented with user reference manuals (optional). Use of a whiteboard and data projector would be beneficial.

### *Course pre-requisites*

This course is designed for users who are proficient at using the Microsoft® Windows environment, a mouse and keyboard.

### *Course duration*

Course delivery consists of 4 hours hands-on tuition. Please note the duration is set for a maximum of 10 persons. If you are thinking of running this course for a smaller or larger group please contact us for confirmation of the required duration.

## *Skill check*

The instructor will provide practical exercises and practice files. Delegates can request assistance when working through the exercises. The aim is to confirm a skill has been developed to ensure the learning objectives have been met, therefore, where ever possible delegates are encouraged to repeat the exercise unassisted.

## *Safety check*

The instructor will explain the benefit of good posture with recommended safety checks to be made during the session and when working on a PC in general.

## *Course content*

Topics covered in this course include the following:

### Introducing Outlook

- Introduction to the new screen components and how they work
- Controlling the look of the screen and view options
- Adding to the "Favorites" folders

### Sending mail messages

- Creating, formatting and sending new mail messages
- When to use Cc and Bcc
- Attaching a file to a message
- Setting Send options
- Recalling and resending messages
- Creating draft messages

### Reading and responding to mail

- Reply and Reply to All
- Forwarding a message

### Organising messages

- Grouping messages by date, sender or conversation
- Sorting messages
- Flag a message for a follow-up reminder
- Group messages using categories

### Working with messages

- Printing and deleting messages
- Reading and saving messages and/or attachments
- Filing messages in folders
- Searching for messages
- Sharing mail folders
- Archiving redundant items
- Setting a Rule to automatically file messages into relevant folders
- Use Out of Office to create an "out of office" message
- Automating repetitive tasks using Quick Steps (2010 only)

### Working with the Calendar and Contacts

- Working with the Calendar views
- Creating personal appointments and meetings
- Create recurring appointments
- Record contact details for people outside of your organisation

### Working with a To-do list

- Creating a task for yourself and others
- Completing tasks
- Keeping on track using the To-do bar