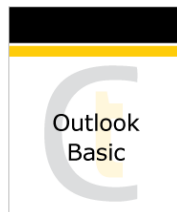




Outlook Foundation Course Outline



Benefits

The course is designed for those who want to learn about using Outlook for managing email.

Objectives

On completion of the course, you will be able to send, receive and organise email messages and work with contacts.

Course Information

Duration:	1 day
Venue:	Concise Training Academy
Participants:	Maximum of 9 people

Course Topics

Outlook Fundamentals

- Outlook Overview
- Panels
- Favourites
- Outlook Options

Emails

- Inbox view
- Reading messages
- Creating, editing and sending messages
- Reply/forward messages
- Printing
- Understanding attachments
- Sending and receiving attachments
- Creating signatures
- Out of Office (Automatic Replies)
- Tracking, Priority and Flagging
- Spelling

Organising

- Understanding File Management
- What to keep?
- Creating folders
- Moving and deleting Outlook items
- Using Rules
- Managing Deleted Items
- Junk email and Spam
- Searching
- Categories

Who should attend?

You do not need any previous experience of Outlook but must have a basic understanding of PC's and use of the mouse and keyboard.

Client Feedback

"Excellent pace; questions well answered; lots of demonstration work, good number in class, excellent facilities, delivered in very professional but very friendly manner." *St Luke's Hospice*

Other Courses

Basic Computing
Excel Foundation
PowerPoint Foundation
Word Foundation

Contacts

- Understanding Address books
- Creating and editing contact information
- Adding contacts from received email
- Organising Contacts
- Contact Groups

Tasks

- Create and modify tasks
- Organising tasks
- Managing and deleting tasks

Calendar

- Understanding views of calendar
- Creating, editing and deleting appointments
- Moving and copying appointments
- Recurring events and appointments

Meetings

- Scheduling meetings
- Finding free time
- Managing meeting requests

Printing

- Email messages
- Appointments and meetings
- Contacts
- Tasks

Other topics to consider

- Sharing a calendars
- Managing multiple calendars