

Outlook Introduction / Intermediate – 1 day



Course Objectives

Learn the essential skills of using Outlook for email, scheduling and important record keeping.

By the end of this course, students will be able to:

- Use the mail facility of Outlook to send and receive email messages
- Access the Calendar to schedule appointments, invite attendees to meetings and modify dates and times
- Maintain the Address Book (Contacts folder) for mail contacts
- Create custom distribution lists
- Create electronic notes
- Work with Tasks to schedule work and reminders.

Prerequisites

It is recommended that students have experience with the underlying operating system, i.e., an ability to navigate the environment using a mouse and keyboard plus an understanding of computer file storage. Knowledge of other MS applications would be beneficial.

Exercises

This course is instructor led, involving the utilisation of examples and exercises in a workshop environment.

Microsoft Certified Application Specialist

Following this course and with practise you will be in a position to take the Microsoft Certified Application Specialist Exam – **Outlook 2007 (77-604)**.

Outlook 2007 Basics

- Understanding Outlook 2007
- Navigating To Outlook 2007 Features
- The Navigation Pane
- The To-Do Bar
- The Mail Screen
- The Calendar Screen
- The Contacts Screen
- The Tasks Screen
- The Notes Screen
- Displaying And Hiding Toolbars
- Customising Toolbars
- The Outlook Today Screen

Sending E-mail

- Email In Outlook 2007
- How Outlook 2007 Mail Works
- Composing An E-Mail Message
- Mail Messages
- Creating A New Message
- Checking The Spelling
- Adding An Attachment To A Message
- Adding Importance
- Requesting Message Receipts
- Sending The Message
- Creating An AutoSignature
- Using An AutoSignature
- Removing An AutoSignature
- Sending A Courtesy Copy
- Sending A Blind Copy

Receiving Email

- Understanding The Inbox
- Accessing The Inbox
- Retrieving E-Mail
- Opening An Outlook Data File
- Adjusting the Message View
- Viewing Messages In Groups
- Reading Messages
- Opening Several Messages
- Navigating Within an E-Mail Message
- Finding Related Messages
- Replying and Forwarding Messages
- Adding Comments to an E-Mail Reply
- Directing Replies to Another E-mail Address
- Marking Messages As Read or Unread
- Emptying Deleted Items

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Email Techniques

- Effective Email Management
- Recalling A Sent Message
- Printing a Message List
- Message Formats
- Changing the Message Format
- Stationery and Themes
- Applying Stationery to Single Messages
- Using a Word Theme for a Mail Message
- Turning Stationery Off
- Saving A Message Draft
- Using A Saved Message
- Using Voting Buttons to Track Responses
- Responding to Voting Requests
- Tracking Voting Responses
- Creating and Using Voting Buttons

Organising Messages

- Creating a Message Folder
- Working with Favourite Folders
- Viewing Favourite Folders
- Deleting Message Folders
- Recovering Deleted Folders
- Moving Messages
- Copying Messages
- Deleting Messages
- Emptying Deleted Items

Working with Views

- Changing the Current View
- Arranging within a View
- Sorting Within a View
- Working with Columns in Current View
- Formatting Columns in the Current View
- Customising the Current View
- Creating a New View
- Adding a Filter to a Custom View
- Using and Deleting a Custom View

Searching

- Using Instant Search
- Expanding the Search
- Search Query Syntax
- Search Query Syntax - Dates and Size
- Search Options
- Searching Other Outlook Items
- Using a Search Folder
- Adding a Predefined Search Folder
- Customising Predefined Search Folders
- Creating a Custom Search Folder

Junk Email

- Understanding Junk E-mail Options
- Marking Messages As Junk Mail
- Marking Messages As Safe
- Managing Senders Lists
- Importing A Black List
- Exporting Your Blocked Senders List
- Reviewing And Deleting Junk E-mail

Working With The Calendar

- Accessing The Calendar
- Changing the Number of Days Displayed
- Moving To Specific Dates
- Navigating within Your Calendar
- Changing the Calendar View
- Creating A Second Time Zone
- Creating A New Calendar
- Deleting A Calendar
- Working with Multiple Calendars
- Printing Calendars

Appointments And Events

- Using A Specific Calendar
- Scheduling An Appointment - Click to Add
- Scheduling Using the Appointment Window
- Rescheduling an Appointment to Another Day
- Rescheduling an Appointment's Time
- Creating Recurring Appointments
- Changing Recurring Appointments in a Series
- Scheduling an Event
- Free and Busy Time
- Categorising Activities
- Deleting Appointments And Events

Working with Contacts

- Viewing Your Contacts
- Changing the Size of a Business Card
- Creating an Electronic Business Card
- Editing an Electronic Business Card
- New Contact for an Existing Company
- Changing the Layout of a Business Card
- Printing Contact Details
- Deleting a Contact

Tasks

- Creating Simple Tasks
- Typing Tasks Directly
- Changing Task Views
- Sorting Tasks
- Completing, Deleting And Printing Tasks