ACUITY TRAINING

Outlook Introduction / Intermediate – ½ 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
- 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.

TOPICS

Outlook 2016 Basics

- An Introduction to using Outlook 2016 within Office 365
- Where to Find Information on Latest Updates
- Menus and Keyboard Shortcuts
- Using the Toolbars
- Using Shortcut Menus
- The To Do Bar

Creating & Sending Email

- Composing an Email Message
- Checking Spelling & using Writing Suggestions
- Adding an Attachment
- Adding Importance
- Requesting Message Receipts
- Sending the Message
- Creating an AutoSignature

Receiving Email

- Understanding the Inbox
- Using the Focused Inbox
- Opening an Email
- Opening an Outlook Data File
- Changing the Message View including Reading Pane
- Viewing Conversations
- Opening Several Messages
- Switching between Open Messages
- Closing a Mail Message
- Marking Messages as Read
- Viewing Unread Messages
- Deleting Messages
- Recovering Deleted Messages
- Managing Message Attachments
- Replying to a Message
- Using Suggested Replies
- Forwarding Messages
- Emptying Deleted Items

Working with the Calendar

- Accessing the Calendar
- Changing Calendar Views
- Moving to Specific Dates Adding Time Zones
- Creating an Appointment
- Colour Coding Appointments

Organising Messages

- Searching and Filtering Messages
- Assigning Categories to Messages
- Finding Messages by Categories
- Creating Quick Actions
- Cleaning Up Conversations
- Creating a Message Folder
- Moving Messages
- Deleting Message Folders
- Working With Message Views
- Creating a Custom Message View
- Flagging Messages
- Flagging Messages with Reminders
- Removing Message Flags
- Sorting Messages
- Organising Messages Using Simple Conditional Formatting

Contacts

- Understanding The Contact Card
- Accessing Contacts
- Creating A New Contact Card
- Entering Contact Details
- Adding Contacts to Existing Companies
- Editing Contact Details
- Inserting a Contact Picture

Tasks

- Accessing Outlook Tasks
- Creating Simple Tasks
- Typing Tasks Directly
- Changing Task Views
- Categorising Tasks
- Sorting Tasks
- Completing Tasks
- Deleting Tasks