

# MICROSOFT OUTLOOK

## Introduction

### SUITABLE FOR

Delegates who wish to learn about the most important features of Microsoft Outlook, such as email, setting up tasks and using the calendar.

### AIM OF THE COURSE

To get the most out Microsoft Outlook, and to understand all of the key features of email and the other components of Outlook.

### COURSE CONTENT

- EMAIL:
  - Inbox, Outbox, Drafts
  - To, CC, BCC
  - Reply, Reply to All, Forward, Delete
  - Importance, Read Receipts, Flags, Do Not Deliver Before
  - Attachments
  - Creating & Using Folders
  - Distribution Lists
  - Out of the Office Assistant
  - Deleting Emails
  - Rules
- CALENDAR:
  - Adding, Amending & Deleting Calendar Entries
  - The Calendar Views
  - Recurring Appointments
  - Emailing Appointment Details
  - Inviting People to a Meeting
  - Reminders
- CONTACTS:
  - Adding, Amending & Deleting Contacts
  - Emailing Contact Details
- TASKS:
  - Adding, Amending & Deleting Tasks
  - Emailing Task Details
  - Task Assignments
- NOTES:
  - Adding, Amending & Deleting Notes
  - Emailing Note Details
- DELETING
- Integrating Email With Notes, Tasks, Contacts & Calendar

### FURTHER INFORMATION

- On completion of the above course, each delegate will be awarded a course certificate.
- Course duration: 1 day
- Post course support is available.
- Full course notes and shortcuts are provided to each attendee at the beginning of their course, to keep for future reference.
- We are more than happy to tailor our courses to suit the requirements of your organisation, should the above content not fully meet your requirements.