Microsoft Outlook

Length: 0.5 Days

Format: Instructor-Led, Classroom

Prerequisites: An understanding of Windows and the ability to use a mouse. Word knowledge very helpful

Objectives

Upon successful completion of this course, students have covered these topics:

- Exploring Outlook
- Sending Messages
- Receiving Messages
- Using the Rules Wizard
- Searching for Messages and Contacts
- Working with Contacts
- E-Mail Etiquette

Course Outline

Working with Email Messages & Contacts

Exploring Outlook

- Understanding the Outlook window
- Understanding the Navigation Bar

Sending Messages

- Entering addresses
- Sending messages
- Understanding the Outbox
- Looking at the Sent Items folder
- Checking spelling
- Working with message settings
- Formatting a message
- Requesting a delivery receipt
- Working with signatures
- Saving an unsent message
- Attaching a file
- Recalling a message
- Printing a message
- Sending a message from within another program
- Creating and Using Quick Parts
- Working with Delivery Options

Receiving Messages

- Reading messages
- Sorting messages
- Understanding the message icons

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Microsoft Outlook

- Organizing the Inbox
- Working with message flags
- Replying to messages
- Forwarding messages
- Opening attachments
- Saving attachments
- Deleting messages
- Creating folders
- Moving a message to a different folder

Searching for Messages

- Using Instant Search
- Using the Query Builder
- Working with Categories

Using the Rules Wizard

- Creating a rule to forward messages
- Deleting a rule

Managing Contacts

- Viewing contacts
- Adding a contact
- Adding a contact from the same company
- Printing a list of contacts

E-Mail Etiquette

- When to use all capital letters
- When to send an email
- Using Reply-To-All

What Comes Next
Microsoft Word

Note :

Please use the content in these outlines as a general guide as to the topics that will be taught. We cannot guarantee that all the topics listed in an outline will be covered during your particular class. Based on student need, your instructor may have to adjust the course content to suit your class, unexpected events, as well as the composition and skill level of the students in attendance.

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