

Duration 1 day

Pre Requisites

Delegates should have a reasonable working knowledge of Microsoft Outlook or should have previously attended the one-day Outlook Introductory training session.

Objectives

After participating in this programme, you will be able to:

- Manage your email using message options and rules
- Create email templates
- Create and manage folders to use on the network and offline
- Schedule activities and tasks
- Maintain and make effective use of a contacts list
- Track activities for a contact

Course Content

Working in the inbox folder

- Flagging incoming / outgoing messages for follow-up
- Defining and assigning Categories
- Organise emails using rules
- Creating signature and themes
- Grouping mail messages
- Searching for specific mail messages
- Filtering mail messages
- Polls – assigning voting buttons and tracking responses
- Create an email template
- Adding attachments, shortcuts and hyperlinks
- Using the drafts folder
- Recalling and resending messages

Additional advanced inbox features

- Handling junk email
- Inserting calendar information to a message
- RSS feeds
- Working with multiple email accounts

Calendar (Working with Appointments)

- Free busy time; private setting
- Adding reminders to the appointment
- Making appointments more visual – applying categories

Calendar (Tasks)

- Entering tasks in calendar view
- Adding additional task information
- Completing tasks; automatic task updating

Calendar (Managing Calendars)

- Creating additional calendars
- Viewing multiple calendars
- Working with scheduling conflicts; overlay mode
- Duplicating appointments across calendars
- Sharing and publishing Calendars
- Using online calendars
- Sending calendar details via email
- Plan a meeting tool
- Using a group schedule

Contacts

- Organising the contacts; applying filters and categories
- Sending contact details as Vcards
- Creating a business card
- Setting up distribution lists
- Printing Contacts; contact print styles

Tasks

- Entering recurring tasks
- Applying task reminders
- Task views

Managing Tasks

- Assign task request
- Updating tasks - Task updates; task status
- Using the task timeline
- Additional task topics

Journal

- Entering journal entries manually
- Setting the Journal to automatically record office activities

Notes

- Assign categories to notes
- Note date stamp
- Additional note topics

Additional Outlook features