Course Outline - Outlook Introduction : a one-day training course

Getting Started with Outlook

- Log On to Outlook
- The Outlook Environment
- Compose and Send a Simple Message
- Open a Message
- Reply to a Message
- Print a Message
- Delete a Message

Composing Messages

- Address a Message
- Format a Message
- Check Spelling and Grammar
- Attach a File
- Forward a Message

Managing Mail

- Open and Save an Attachment
- Flag a Message
- Create a Folder
- Move Messages to a Folder
- Copy Messages to Folders
- Delete a Folder

Scheduling Appointments

- The Outlook Calendar
- Schedule an Appointment
- Assign a Category to an Appointment
- Update Calendar Entries

Scheduling Meetings

- Schedule a Meeting
- Reply to a Meeting Request
- Propose a New Meeting Time
- Track Meeting Responses
- Update a Meeting Request
- Cancel a Meeting Request
- Print the Calendar

Managing Contacts

- Add a Contact
- Sort Contacts
- Find a Contact
- Generate a Map
- Edit a Contact
- Delete a Contact
- Print Contacts

Managing Tasks

- Create a Task
- Edit a Task
- Update a Task

Using Notes

- Create a Note
- Edit a Note
- Copy a Note

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Course Objectives

Upon successful completion of this course, students will be able to:

- Identify the components of the Outlook environment and compose and respond to a simple message
- Compose messages
- Use folders to manage mail
- Schedule appointments
- Schedule meetings
- Manage contacts and contact information
- Create and edit tasks
- Create and edit notes

Who Should Attend?

This course is designed for people with a basic understanding of Microsoft Windows who need to learn how to use Microsoft Outlook 2003 to compose and send email, schedule appointments and meetings, manage contact information and tasks, and use notes.

Note : No previous experience of Outlook is required, but delegates should have a basic understanding of PCs and using Microsoft Windows to start an application, get help, and open, close and save files.