

COURSE CONTENT

- ❖ **Introduction to Outlook**
- ❖ **The Application Window**
 - The Menu bar
 - Toolbars
 - Navigation Pane
- ❖ **Getting help in Outlook**
- ❖ **Folders**
 - Inbox, Outbox, Sent Items, Deleted Items
 - Drafts, Personal Folders, Junk E-mail
 - Changing the view of folders
- ❖ **Adding or removing fields**
- ❖ **Creating a PST file (Data file)**
 - Deleting a PST file
- ❖ **The To-Do Bar**
 - Minimizing, expanding and closing the To-Do bar
 - Changing options
 - Creating a To-Do item
- ❖ **The Inbox**
 - Opening a message
 - The Reading Pane
 - Marking messages as read or unread
 - Moving between open messages
 - Sorting messages
 - Moving a message to another folder
 - Printing a message
- ❖ **Flagging messages**
 - Flagging a message as complete
 - Clearing a flagged message
- ❖ **Opening attachments**
 - Previewing an attachment in the Reading pane
 - Saving an attachment
- ❖ **Using Outlook Today**
 - Changing the default page
- ❖ **Replying to a message**
- ❖ **Forwarding a message**
- ❖ **Deleting messages**
- ❖ **Creating and sending e-mail messages**
 - The Office Button, The Ribbon
 - Command tabs, Contextual tabs
 - Groups, The Dialogue box launcher
 - Composing messages
 - Using the Global or Outlook Address books
 - Read and delivery receipts
 - Setting the importance level of a message
 - Marking as private, personal or confidential
 - Setting delivery options
 - Formatting messages
 - Adding background colour, gradients, pictures or textures
 - Checking spelling and grammar
 - Attaching files
 - Copying messages
 - Recalling and resending a message
- ❖ **AutoSignature**
 - Creating and deleting an AutoSignature
- ❖ **Out of Office Assistant**
- ❖ **The Contacts Folder**
 - Adding new contacts
 - Assigning categories
 - Adding additional details
 - Saving a contact card
 - Viewing contacts in a different view

LEVEL 2

Unit Standards 116935, 116945

Microsoft Outlook is an integrated electronic mail, calendar, contact and task management programme that allows you to efficiently communicate with others, schedule appointments and tasks, and record information about contacts.

- ❖ **The Contacts Folder (Continued)**
 - Navigating in contact view
 - Sorting contacts
 - Finding a contact
 - Corresponding with contacts
 - Sending a Business Card
 - Printing a phone directory
- ❖ **Creating a Distribution List**
 - Removing and adding names
- ❖ **The Calendar**
 - Customising the calendar
 - Scheduling appointments
 - Setting reminders
 - Moving appointments
 - Recurring appointments
 - Schedule events
 - Printing the Calendar

1 Day Course

The Microsoft Outlook Basic/Intermediate course includes all training material, lunch, teas/coffees and certificate.

Who should attend?

Anyone who wants to use electronic mail, electronic calendars and contact lists.

- Personal Assistants
- Secretaries
- Administrative Staff

Pre-requisite

Should have previous Windows experience and/or attended a Windows Operating System course.

Bookings

Contact Adrian Jonck on: (011) 679-1193 or email: adrian@konitek.co.za to enquire about availability and dates.