

MS OUTLOOK



Computer Smart TRAINING CENTRE

Learning Outcomes: At the completion of this course, students will be able to maximise the day to day running of their desk or home business through their understanding of basic to advanced functions of emailing, creating appointments/meetings and managing business contacts.

Pre-Requisites: Participants should have a basic understanding of using the computer, mouse and keyboard. Students should also understand the concept of emailing.

Sending E-Mails:

- E-Mail In Outlook 2003
- Creating A New Message
- Checking The Spelling
- Adding An Attachment
- Adding Importance
- Requesting Message Read Receipts
- Formatting Email Messages
- Sending A Courtesy Copy
- Sending A Blind Copy
- Sending The Message

Receiving E-Mail:

- Understanding The Inbox
- Opening and Reading Messages
- Marking Messages As Unread
- Deleting Messages
- Recovering Deleted Messages
- Opening and Saving A Message Attachment
- Opening An Attachment
- Replying To A Message/s
- Forwarding Messages
- Flagging messages
- Setting reminders from mail
- Handling junk email and archiving

Journals:

- What are journals used for?
- Creating and viewing journal entries
- Journal settings

Email Techniques:

- Recalling A Sent Message
- Printing A Message
- Making Word The E-Mail Editor
- Adding And Removing An Auto Signature
- Choosing Stationery
- Saving and Using A Message Draft
- Sending And Receiving A Voting Message
- Creating And Moving folders
- Deleting Folders
- Recovering Deleted Folders
- Creating Message Rules

Contacts:

- Understanding The Contact Card
- Accessing Contacts
- Creating A New Contact Card
- Entering Contact Details
- Editing Contact Details
- Inserting A Contact Picture
- Deleting An Unwanted Contact
- Recovering A Deleted Contact
- Printing The Contact List
- Sending Email to a Contact
- Adding a Contact to an Email
- Creating a Distribution List
- Using a Distribution List
- Setting Contact Activity Options

Working With The Calendar:

- Accessing The Calendar
- Changing Calendar Views
- Moving To Specific Dates
- Creating / Deleting A Second Time Zone
- Scheduling An Appointment
- Rescheduling Appointment To New Day / Time
- Creating Recurring Appointments
- Scheduling An Event
- Deleting Appointments and Events
- Organising Your Appointments
- Printing Your Calendar
- Specifying The Work Week
- Scheduling a Meeting
- Responding to Meeting Requests
- Tracking Meeting Responses
- Cancelling a Meeting
- Responding to a Cancellation

Tasks:

- Accessing Outlook Tasks
- Creating Simple Tasks
- Categorising Tasks
- Sorting Tasks
- Completing Tasks
- Deleting Tasks
- Printing A Task List
- Creating a Task Request
- Responding to Task Request
- Completing an Assigned Task

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