

### *Professional Delivery – Printed Workbook – Step-by-step Reference Guide – Certificate – After Course Support*

**Aim:** This one day Outlook Introduction will build confidence to use Outlook features efficiently and to manage and communicate using Outlook. This course covers efficient use of email, filing system, calendar use, managing contacts, managing tasks and creating notes.

## **Objectives**

### Messages and the Inbox

- Create E-Mail Messages
- Send, Reply & Forward Messages
- Attach Files
- Use of the Message Options (receipts, delayed delivery, Importance etc)
- Create Signatures
- Sort & Organise Messages
- Create Rules
- Out of Office Assistant
- Turn on Conversations

### Work with folders

- Creating Folders for storing Messages
- Move and copy messages to folders
- Allowing access for others to open your Folders
- Create Quick Steps

### Work with the Calendar

- Create Appointments & Events in Calendar
- Move appointments
- Schedule a Meeting with Others
- Add holidays and time zones

### Work with Tasks

- Create Tasks
- Assign a Task
- Manage the task list

### Work with Contacts

- Create Contacts
- Modifying the Preferences

### Work with Notes

- Create Notes
- Customise notes and assign to the desktop