

Outlook

Outlook Level 1

Aimed at the novice user who needs to know the Essentials for Managing Time & Business Communications

Outlook Level 2

Aimed at the self taught or anyone who is familiar with the Essentials of Emails & Calendars & needs to create Smarter Communications with Email

Microsoft Outlook 2003-Level 2 Smarter Communications with Email

Introduction

In this course you will learn how to use some of the more advanced features of Microsoft Outlook 2003 to manage and organise your e-mail, schedule meetings with colleagues, manage your contact information, and create task requests for others to perform.

Prerequisites

This course assumes some prior knowledge of Microsoft Outlook 2003. However, it would be beneficial to have a general understanding of personal computers and the Windows operating system as you will be required to start applications, work with and copy files, and locate file folders.

Outcomes

At the completion of this course, participants will be able to:

- Format email messages and use special features to control how emails work
- Organise and locate your email messages
- Take control of unsolicited and unwanted emails sent to you
- Schedule a meeting using Microsoft Outlook
- A number of tools and features in Outlook better manage the contacts in your contact listing
- Create and work with task requests

Course Details

Duration: 1 day
Starting time: 9am
Finishing time: 4.30pm
Lunch and refreshments are provided.

Booking guidelines

Contact our Learning Consultants on 1300 86 87246 and we will assist you with your booking.



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TRAINING
RTO No. 21932



Learning Solutions

(1300 86 87246
1300 TO TRAIN

Course Outline

∅ Email Techniques

- Recalling A Sent Message
- Printing A Message
- Printing The Message List
- Making Word The Email Editor
- Formatting Messages As Rich Text
- Formatting Messages As Plain Text
- Formatting Messages As HTML
- Formatting Email Messages
- Choosing Stationery
- Choosing A Message Theme
- Saving A Message Draft
- Using A Saved Message
- Sending A Voting Message
- Receiving A Voting Message
- Configuring Send And Receive
- Quick Reference

∅ Organising Messages

- Finding Messages
- Performing An Advanced Find
- Assigning Categories To Messages
- Finding Messages By Categories
- Using A Search Folder
- Creating Your Own Search Folders
- Creating A Message Folder
- Moving Messages
- Deleting Message Folders
- Recovering Deleted Folders
- Sharing Folders

- Accessing Shared Folders
- Disabling Shared Folder Access
- Working With Message Views
- Creating A Custom Message View
- Creating A Message Filter
- Creating A Message Rule
- Archiving Messages
- Recovering Archived Messages
- Quick Reference

∅ Junk Email

- Spamming And Junk Email
- Understanding Junk Email Options
- Marking Messages As Junk Mail
- Marking Messages As Safe
- Managing Senders Lists
- Importing A Black List
- Exporting Your Blocked Senders List
- Reviewing And Deleting Junk Email
- Quick Reference

∅ Scheduling Meetings

- Scheduling A Meeting
- Responding To Meeting Requests
- Meeting Response Options
- Tracking Meeting Responses
- Planning A Meeting
- Responding To A Meeting Request
- Cancelling A Meeting
- Responding to a Meeting Cancellation
- Viewing Calendars Of Other Users

- Viewing Other Users Calendars
- Saving A Calendar As A Web Page
- Quick Reference

∅ Managing Contacts

- Importing Contact Information
- Organising Contacts With Views
- Creating A Custom View
- Setting Contact Activity Options
- Entering Contact Encounter Details
- Recording Timed Encounters
- Reviewing Contact Encounters
- Sending Email To A Contact
- Adding A Contact From An Email
- Creating A Distribution List
- Using A Distribution List
- Using A Partial Distribution List
- Quick Reference

∅ Task Requests

- How Task Requests Work
- Creating A Task Request
- Responding To A Task Request
- Completing An Assigned Task
- Updating Your Task Request
- Quick Reference