

## Introduction, 1 Day

### Course Description

This course is designed for the Outlook beginner or for anyone who knows only the basics of sending and receiving e-mail. After the course, students will have a greater knowledge of all the amazing things Outlook can do.

Topics include: sending and receiving messages, message options, creating folders, screen customization options, introduction to using the calendar, creating and working with contacts, creating and working with tasks, designing notes and setting note options.

### Prerequisites

Participants should already be familiar with basic Windows use.

### Topics Covered

#### Overview

Reading Pane, New Button, Title Bar  
Outlook Today  
Outlook Toolbars  
Address Book  
The Navigation Pane, Shortcuts  
The Folder List  
Personal, Public, Favorites Folders  
Creating a New Folder  
Moving/Rename/Delete a Folder

#### E-Mail

Inbox  
Sorting Mail  
Groups  
New Mail  
Deleted Items, Drafts  
Adding/Removing Columns  
Out Of Office Assistant  
E-mail - Sending  
Selecting Attachments  
E-Mail Options  
E-mail – Receiving  
Receiving Attachments  
Forwarding/Replying to Others  
Archiving  
E-mail Formats  
Formatting Messages  
Signatures

#### Introduction to the Calendar

Overview  
Entering an Appointment  
Recurring Events  
Rescheduling/Deleting an Entry  
Printing Calendars

#### Introduction to Contacts

Entering and Editing Contacts  
Create a Contact from an E-mail Message  
Create Another Contact for the Same Company  
Viewing Contacts  
Flagging for Follow Up  
Choosing Contacts when Sending a Message

#### Tasks

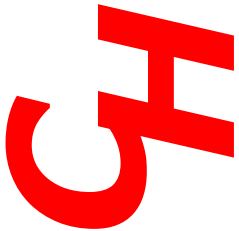
Creating and Entering a New Task  
Marking Tasks as Completed  
Assign a Task  
Recurring Tasks

#### Notes

Creating New Notes  
Note Options

#### Find

Locating items in Mail, Calendar, Contacts, etc.



## Intermediate, 1 Day

### Course Description

After learning the basics in the Introduction course, this course is an absolute must to get the most out of Outlook. You will learn important features that will get you organized, manage your email Inbox using Rules and Alerts, share Contacts and Calendars with others, and manage Meeting Requests, which will save you time and make you much more efficient with the program.

### Prerequisites

Outlook Introduction or equivalent knowledge.

### Topics Covered

#### Folders

- Default StartUp Folder
- Create Search Folders

#### E-Mail

- Advanced Options
- Voting Buttons
- Receipts
- Tracking Options
- Dealing with Junk E-Mail
- Safe Senders List
- Creating Hyperlinks
- Using Stationery
- Creating Stationery
- Organizing Mail

#### Advanced Calendar Options

- Inviting Others, Responding to an Invitation
- Can those Invited Attend?
- Sharing Calendars
- Calendar Defaults and Time Zones
- Adding Holidays
- Organizing Calendars
- Internet Calendars (Outlook 2007)
- Integration of Calendar Appointments and Tasks on the To-Do List (Outlook 2007)
- Outlook E-mail Postmarking (Outlook 2007)

#### Advanced Contacts

- Creating & Managing Distribution Lists
- Assigning Actions to Contacts
- Finding a Contact
- Organizing Contacts
- Importing Contacts from Access/Excel
- Mail Merge Contacts with MSWord
- Envelopes & Labels
- Backing up Contact Data
- Exporting as CSV File

#### The Journal

- What is the Journal
- Starting the Journal
- Adding New Journal Entries

#### Setting Rules & Alerts

- Creating Rules for E-Mails when Receiving
- Have E-Mails Moved/Copied into Folders or Deleted Automatically
- Creating Alerts when an E-Mail is Received from Someone Specific

#### Customizing Outlook

- Creating VCards
- Customizing Toolbars (Outlook 2003)
- Creating Macros
- Outlook Templates
- Working with Outlook Forms
- Creating Custom Forms