

# Outlook Introduction

1 Day (9am to 4pm)

## Course Description

If you're struggling with your in-box, this is the course for you.

You'll start with a thorough discussion of Outlook's e-mail utilities, not only covering the things you don't know but teaching you the tips and tricks that let you do what you know faster than before. We also focus on in-box organization routines. Then you'll learn how to use the Calendar, Tasks, and Notes utilities to keep your day-to-day activities organized. Finally we'll teach you how to use the Contact utility to keep track of everything you know about the people you work with, both inside the company and out.

**Course Prerequisite:** 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  
Adding Images  
Signatures

### Introduction to the Calendar

Overview  
Entering an Appointment  
Dealing with Reminders  
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  
Assign Contact Actions (Email, Appointment, etc)  
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  
The To-Do Bar (2007/2010)

### Notes

Creating New Notes  
Note Options

### Find

Locating items in Mail, Calendar, Contacts, etc.  
Instant Search (2007)  
Search (2010)

## More Information

For a complete course schedule, including prices, course dates and locations, please visit our web site at: [www.Computer-Help.ca/Schedule.htm](http://www.Computer-Help.ca/Schedule.htm). To register for a course, call 416-494-4912 or register online at: [www.Computer-Help.ca/Registration.htm](http://www.Computer-Help.ca/Registration.htm)

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Classroom Locations: Toronto, North York, Mississauga, Newmarket



# Outlook Intermediate

1 Day (9am to 4pm)

## Course Description

This course focuses on Outlook as groupware—which is to say as a tool to help integrate several (or even many) people into a team. Students will learn how to quickly and effectively schedule meetings, share calendars, assign tasks to people, and keep track of what they've been doing in an automatic log. As working in a group also tends to increase the volume of incoming e-mail, we'll also explore advanced techniques for categorizing and organizing messages as they come in.

**Course Prerequisite:** 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  
Creating a Theme (2007/2010)  
Organizing Mail  
Categorize by Colour (2007/2010)

### Advanced Calendar Options

Inviting Others, Responding to an Invitation  
Can those Invited Attend?  
Sharing Calendars  
Calendar Defaults and Time Zones  
Adding Holidays  
Organizing Calendars  
Sending Calendar via e-Mail (2007/2010)  
Internet Calendars (2007/2010)  
Integration of Calendar Appointments and Tasks  
on the To-Do List (2007/2010)  
Outlook E-mail Postmarking (2007/2010)

### Advanced Contacts

Creating & Managing Distribution Lists & Contact Groups  
Electronic Business Cards (2007/2010)  
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

### How to Use Organize (2003/2007)

### How to Use Clean Up (2010)

### 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 (2003)  
Customize Ribbon (2010)  
Creating Macros  
Outlook Templates  
Working with Outlook Forms  
Creating Custom Forms

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# Outlook 2007/2010 Upgrade

## 1 Day (9am to 4pm)

### Course Description

Version 2007 of Outlook may still use the old-style Office 2003 button bars and menus, but as soon as you start using it you'll find the new-style Ribbon popping up in many windows; in version 2010 all parts of the program use it. If you're already familiar with an earlier version of Outlook, it can take some time to get back up to speed when your software is upgraded. Why not take a course to quickly show you where everything has gone, rather than trying to stumble through it yourself and wasting valuable time?

**Course Prerequisite:** This course is *not* intended for beginners. An Intermediate or better knowledge of Outlook (versions 97, 2000, 2002 XP, or 2003) is essential.

### Topics Covered

#### General

- New Interface
- Using Instant Search
- The To-do Bar
- Minimize Navigation Pane

#### E-Mail

- Categorize E-mails by Colour
- Single-click Assigning of Categories
- New Screen Layout for Messages
- Attaching any Other Outlook Item
- Attaching Electronic Business Cards
- Applying Themes, Colours, Fonts & Effects
- New Text Formatting Options
- Previewing Attachments
- Clean Up Conversations (Outlook 2010)

#### Contacts

- Improved Interface
- Design Business Cards
- Add Pictures, other Business Cards
- More Text Formatting Options
- Categorize Contacts

#### Tasks

- Improved Interface
- Regenerate Tasks
- Categorizing Tasks
- Integrate To-do Bar and Calendar

#### Other

- Integrating InfoPath 2007/2010 for Forms
- Advance Scheduling of Out of Office Assistant
- New Spam Filtering Options
- Outlook E-Mail Postmarks
- Free/Busy Management
- Improved Proofing Tools, including French Dictionary

#### Calendar

- New Interface, New Week View Layout
- New Formatting Tools for Appointments
- Insert Pictures, Symbols and Files
- Integrations of Tasks
- Improved Searching with MS Exchange Server
- Calendar Sharing
- Using Internet Calendars
- Create Different Calendars and Compare
- Publish Calendars Online
- Attach Electronic Business Cards
- Save as PDF or XPS

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