

Outlook Foundation

INTRODUCTION TO OUTLOOK COURSE OUTLINE

Course Content: This 1 Day course will equip the user to learn the basics of Microsoft Outlook and is suitable for complete beginners of Microsoft 2010 through to Microsoft 2019 and Office 365.

Course Objective: With this course, delegates will learn to increase day-to-day productivity with Microsoft Outlook. The course looks at how to send, receive and file email, how to keep track of contacts, make appointments, invite people to meetings and create to-do lists. The course will cover features that will enable delegates to improve collaboration within their business environment by assigning and accepting tasks and by sharing mailboxes, calendars, contacts and notes with other users in their organization.

Pre-requisites: Suitable for complete beginners. No experience of Outlook is necessary however delegates should have a working knowledge of Windows and good understanding of using the mouse and keyboard.

A First Look at Outlook

- Starting outlook
- The Microsoft outlook screen
- Help in outlook
- Printing help sheets
- Microsoft outlook navigation pane
- Microsoft outlook ribbon
- Closing outlook

Terminology & Concepts

- What is email?
- The structure of an email address
- The advantages of using email
- SMS (Short Message Service)
- Voice over internet protocol (VOIP)
- Instant messaging
- Online (virtual) communities
- Social networking websites
- Internet forums
- Chat rooms
- Online computer games

Security Issues

- Spam
- Viruses
- Phishing

- Digital signatures

Sending Messages

- Creating and sending your first email
- Checking that your email was sent
- Sending emails to more than one person
- Receiving and reading emails
- Sending a copy of a message to another address
- What is a blind carbon copy?
- Sending a copy of a message to another address using blind carbon copy (bcc)
- Think about the message subject – short and descriptive
- Spell checking your messages
- Attaching a file to a message
- Deleting an attached file
- Issues when sending file attachments
- Setting message importance
- Setting message sensitivity
- Saving a draft copy of an email

Receiving, Reading and Replying to Messages

- The inbox folder
- Opening the inbox folder
- Removing an email address from a contact list
- Sending an email to an entire contact group list
- The inbox screen
- Selecting a message
- Reading a message
- Switching between open message windows
- Forwarding a message
- Opening or saving an attached file
- Replying to the sender of a message
- Replying to the sender and all recipients of a message
- Setting message reply options so that the original message is inserted, or not inserted
- Printing a message
- Printing options

Manipulating Text and Files

- Selecting a word within the message window
- Selecting a line within the message window
- Selecting a paragraph within the message window
- Selecting all text within the message window
- Selecting text using the mouse
- Copying text to the clipboard from a message
- Pasting text from the clipboard into a message
- Copying text from one message to another
- Cutting text to the clipboard from a message
- Moving text from one message to another
- Deleting text in a message
- Deleting text to the left of the insertion point

- Deleting text to the right of the insertion point

People and Contacts

- What are people contacts?
- Opening the people folder
- Creating a contact
- Adding the sender of a message to your contacts list
- Addressing an email to a contact
- Deleting a contact
- What is a contact group?
- Creating a new contact group
- Adding an email address to a customised contact group
- Removing an email address from a contact list
- Sending an email to an entire contact group list
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Organising Mail

- Searching for a particular email message
- Searching for messages by sender, subject or content
- Creating a new mail folder
- Moving a message to a different folder
- Deleting a mail folder
- Sorting the contents of the inbox
- Deleting a message
- Opening the 'deleted items' folder
- Restoring a message from the 'deleted items' folder
- Emptying the 'deleted items' folder
- Automatically emptying the 'deleted items' folder when you exit outlook
- Flagging a message
- Removing a flag mark from a mail message
- Marking a message as unread
- Marking a message as read