



OUTLOOK ESSENTIALS

SKILL LEVEL : BASICS / INTERMEDIATE
DURATION : 1 FULL DAY

Mobile MOUSE
Unit 1 / 41 Action Rd
Malaga WA 6090
(08) 9404 7041
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COURSE OVERVIEW

Students will learn how to use Outlook for managing messages, the calendar, contacts, tasks and notes. This course teaches participants how to work more efficiently in Outlook. Attendees will learn how to customise Outlook, how to use Quick Steps (2010 / 2013 / 2016 only), create shortcuts, work with the calendar, contacts and tasks as well as customise messages and signatures, in addition to setting up automatic replies. Attendees will learn how to search folders, apply categories, create custom views, and create rules for organising / managing Outlook content. This course is tailored towards students obtaining the Microsoft Office Specialist Certification (MOS).

WHO SHOULD ATTEND THIS COURSE

This course is designed for anyone who wants to be able to use most aspects of Microsoft Outlook proficiently. Anyone who uses Outlook on a regular basis is an ideal candidate to attend this course.

COURSE DURATION AND VENUE

- DURATION: 1 full day (9am to 4pm)
- VENUE: Onsite (your premises) or In-house (our premises)



MINIMUM ATTENDANCE REQUIREMENTS

- Please note that this course is not intended for users who are new to computers.
- Students must have solid keyboard and mouse skills.

COURSE CONTENT AND OUTLINE

PART 1 - EMAIL

- The Outlook Layout
- Opening and Printing Emails
- Navigating to folders
- Opening and Printing mail messages
- Creating and Sending Messages
- Message Options
- Message importance & sensitivity
- Requesting delivery & read receipts
- Setting delivery options like Have replies sent to
- Forwarding and replying to messages
- Using address books
- Signatures and Attachments
- Managing and Modifying Outlook Views
- Managing Messages
- Creating new folders
- Moving messages between folders
- Organizing Messages with Categories
- Creating and Editing Message Rules
- Colour Coding Emails based on Conditions
- Quick Steps (Outlook 2010 / 2013 only)
- Creating and Editing Search and Favourite Folders
- Locating Mail Messages
- Find Feature
- Advanced Find
- Instant Search
- Saving Messages
- Flagging & Reminders to Incoming & Outgoing Emails

PART 2 - CONTACTS

- Creating & Managing Contacts
- Update contacts from an incoming mail
- Outlook distribution lists
- Organizing Contacts
- Folders, categories & views
- Sorting and locating contacts in table views
- Tracking Activities Related to Contacts

PART 3 - TASKS AND NOTES

- Creating, editing and deleting tasks
- Organizing & Viewing Tasks
- Delegating tasks to others
- Accepting / declining tasks
- Notes
- Categorizing Tasks & Notes

PART 4 - THE CALENDAR

- Managing Appointments & Events
- Reminders
- Creating and Accepting Meeting invitations
- Tracking & Scheduling
- Managing Automatic Formatting of the Calendar
- Categorizing Outlook Appointments
- Printing Calendars

PART 5 - OUTLOOK WITH EXCHANGE

- Out of Office Assistant
- Sharing & Accessing other users folders (e.g. Calendars)
- Shared folder user permissions
- Managing Public Folders



What we supply (at no extra charge) when training at your venue

- Laptop Computers & Projection Equipment
- Quality Student Manuals
- The Best Trainers in WA
- Free Online Student Support



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