

This course is intended for users with little or basic knowledge of Microsoft Outlook. It covers the techniques required to maintain an efficient email, time and contact management system.

Pre-Requisites

It is recommended that students have experience in the underlying operating system, and general windows file management techniques.

Duration

1 Day

Cost

\$275 + GST per person

(Includes training manual, certificate, lunch, morning and afternoon tea.)

Contact Details

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Course Content

Getting Started With Outlook

- Starting Outlook
- Outlook Screen Components
- Navigation Pane
- Reading Pane
- Outlook Today
- Outlook Folders

Working with Email

- Creating and Sending Messages
- Reading Messages
- Replying to Messages
- Forwarding Messages
- Using Message Options
- Using Voting Buttons
- Creating a Signature
- Attaching Files
- Opening Attachments
- Saving Attachments
- Deleting Messages
- Emptying the Deleted Items Folder

Managing Your Inbox

- Using the 4Ds to Manage Your Email
- Finding Messages
- Marking Messages as Unread
- Flagging Messages
- Using the Out of Office Assistant
- Setting up Rules
- Organise Messages by Folder, Colour or Views
- Checking the Size of your Mailbox
- Changing the View
- Customising Views
- Creating Folders
- Moving Messages to Folders
- Deleting Folders
- Creating Personal Folders (PST)

Contacts

- Adding a Contact
- Adding a Contact from an Email Message
- Using Categories for Contacts
- Viewing Contacts
- Creating a Distribution List
- Sending an Email Message to a Contact
- Sending Messages to Distribution Lists
- Controlling the Addressing Options

Appointments and Meetings

- Calendar View
- Additional Time Zones
- Setting Standard Working Time
- Creating a New Appointment
- Appointment Free/Busy Time
- Moving an Appointment
- Editing an Appointment
- Deleting an Appointment
- Creating a Recurring Appointment
- Creating an All Day Event
- Scheduling a Meeting
- Responding to Meeting Requests
- Creating an Appointment from an Email Message
- Sharing Your Calendar
- Opening Another Person's Calendar

Tasks

- Creating Tasks
- Managing Tasks
- Sharing Tasks

Delegation

- Setting Delegation