

## Course Outline - **MS Outlook Introduction**

**Aims:** To give users a basic introduction to the features and concepts of information management in Microsoft Outlook

**Pre-requisites:** Attendance of a Windows Introduction or a good understanding of the Windows environment

**Duration:** One day

### **Introduction to Outlook**

Concepts of Outlook  
Elements of the screen and the Outlook Bar  
Using the keyboard and mouse  
Understanding the IntelliSense interface  
Help and the Office Assistant

### **An Introduction to Electronic Mail**

What is Electronic Mail?  
Creating and Sending Messages  
Receiving and Reading Messages  
Replying to and Forwarding Messages  
Setting Message Options  
Attaching Files to Messages

### **Using Address Books**

What are Address Books?  
Global vs. Personal Address Books  
Managing Personal Distribution Lists

### **Managing E-mail Folders**

Using Outlook Folders  
Creating new Folders  
Moving and deleting Messages  
Using the Deleted Items Folder

### **The Calendar and Appointments**

The Calendar Screen  
Changing Calendar Views  
Creating Appointments and Events  
Creating Recurring Items  
Moving, Copying and Deleting Appointments

### **Arranging Meetings**

What is an Outlook Meeting?  
Creating a Meeting Request  
Receiving and Responding to a Request  
Tracking Attendee Responses  
Rearranging and Cancelling Meetings

### **Managing Contacts**

An Overview of Contacts  
Creating new Contacts  
Copying, Amending, and Deleting Contacts

### **Using Tasks**

The Task Pad vs. the Task List  
Creating, Editing and Deleting Tasks  
Recurring Tasks

### **Notes**

What are Notes?  
Creating, Editing and Deleting Notes  
Sending and Formatting Notes

### **Outlook Today**

Concepts of the Outlook Today window  
Working with Outlook Today  
Customising the Outlook Today screen

taking **IT** further

