

MICROSOFT OUTLOOK – LEVEL 1

Non-Credit Bearing

A one-day course to introduce you to MS Outlook

Prerequisite: Introduction to MS Office or Equivalent Prior Knowledge

COURSE CONTENTS

Module 1: Getting Started
The Outlook Environment
Compose and Send a Simple Message
The Message Form
E-Mail Etiquette
Use the Address Book to Add Recipients
Include Your Signature
Format a Message
Save Message
Checking Spelling and Grammar
Module 2: Emails
Attach a File
Include a picture in line with text
Respond to a message
Whoops! Need to recall a message?
Forward a Message
Print a Message
Delete a Message

One-day course 08:30 -16:00

Tel: (031) 267 1229

sales@kznbtc.co.za / www.kznbusinesstraining.co.za

Module 3: Managing Emails
Preview attachments before you open them
How others receive attachments that you send
How others can view attachments that you send
Use Flags and Reminders
Follow Up for Yourself
Follow Up for the Recipient
Mark a Message as Unread
Automatically Mark Messages as Read in the Reading Pane
Create a Folder
Copy Messages to Folders
Delete a Folder
Module 4: Scheduling Appointments
The Outlook Calendar
Just You? Use an Appointment
Create an Appointment
Change an appointment
Deleting Appointments
Open the calendar as an additional Outlook calendar
View the calendar in the body of an e-mail message
Send an Outlook calendar in an email message
Module 5: Scheduling Meetings
Schedule a Meeting
The Meeting Scheduling Process
The Meeting Form
Meeting Resources
Schedule an In-Person Meeting
Reply To a Meeting Request
Meeting Conflicts
Propose New Meeting Times
Track Meeting Responses
Update a Meeting Request

One-day course 08:30 -16:00

Tel: (031) 267 1229

sales@kznbtc.co.za / www.kznbusinessstraining.co.za

Cancel a Meeting Request
Cancel a One-Time Meeting
Print the Calendar in Outlook
Module 6 - Managing Contacts
Add a Contact
Contacts
The Contact Form
The Outlook Address Book
Create a Contact
Create a contact from another contact
Create a contact from an e-mail message that you receive
Create a contact from an Electronic Business Card that you receive
Edit a Contact
Delete a Contact
Print Contacts