



# Microsoft Outlook Introduction

2002 / 2003 / 2007

Duration: 1 day

## Who Should Attend / Target Audience

This course has been developed for people who want to use Outlook to co-ordinate and manage mail, appointments, meetings, tasks, contacts and notes.

## Prerequisites

This course assumes that you have used a mouse and a keyboard and are able to navigate within the Windows environment.

## Learning Outcomes

- Send and receive mail messages
- Organise and sort messages
- Schedule and edit appointments and meetings
- Add, edit and find contacts
- Track tasks in an electronic list
- Create and use notes

## Course Content

Version: 18/12/09

### Starting Outlook

The Navigation Pane  
The Mail Pane

### Using the Calendar

Viewing the Calendar  
Changing Views  
Adding an Appointment  
Reminders  
Viewing an Appointment  
Editing an Appointment  
Previewing an Appointment  
Printing an Appointment  
Day View  
Date Navigator  
Deleting an Appointment  
Recurring Appointments  
Week View  
Customising Views  
Events  
Finding Appointments  
The Reading Pane  
Printing the Calendar  
Calendar Options

### Notes

Creating a Note  
Reading a Note  
Note Colour  
Note Views  
View Icons  
Note Options  
Deleting Notes

### Contacts

Adding a Contact  
Creating a Contact  
Phone Numbers  
Choosing an Assistant Number  
Typing a Business Address  
Changing Views  
Phone List View  
Adding a Contact to Phone List  
Maintaining Contacts  
Editing Contact Details  
Flagging a Contact  
Setting a Flag Reminder  
Responding to a Reminder  
Viewing Follow Up Details  
Marking a Follow Up as Complete

### The Tasks Folder

Adding a Task  
Task Dates  
Task Details  
Task Reminders  
Task Views  
Adding Tasks in the Detailed List  
Editing a Task  
Adding Task Details  
Customising Detailed List View  
Changing Column Widths  
Adding a New Field  
Marking a Task as Complete  
Assigning a Task  
Choosing the Recipient  
Deleting a Task  
Sorting Tasks  
Task Timeline

### E-mail

Creating a Message  
Addressing a Message  
Prioritising Messages  
Viewing Sent Messages  
Reading a Mail Message  
Replying to a Message  
Forwarding a Message  
Printing a Mail Message

### Message Options

CC and BCC fields  
Setting a Sensitivity Flag  
Flagging the Message for Follow Up  
Routing Replies to another Person

### Signatures

Creating a New Signature  
Formatting the Signature

### Creating an E-mail Folder

Folder Contents  
Folder Location  
Moving Mail Messages

### Stationery

### Mail Attachments

Attaching a File  
Saving an Attachment  
Opening an Attachment

### Address Book

Using the Address Book  
Distribution Lists  
Sending Mail to a Distribution List  
Updating the Address Book

Next Level Course: MS Outlook Advanced

Availability:  In House  Closed Group  Public

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SYDNEY  
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CAIRNS

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