

MICROSOFT 365 OUTLOOK

This course is aimed at users who wish to learn and understand the basics of using Microsoft Outlook's new client interface.



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Prerequisites

Participants should have basic knowledge of Windows and some knowledge of email.

Expected outcomes

- Send and receive email messages.
- Organise and sort messages.
- Schedule and edit appointment events in the calendar.
- Add, edit and find contacts.
- Track tasks

Introduction

- Getting to know the new Outlook interface
- The navigation pane
- Managing panes

Email messages

- Create a message
- Address messages
- Draft messages
- Prioritising messages
- Desktop notifications
- Viewing sent messages
- Reading messages
- Replying to messages
- Forwarding messages
- Forwarding as attachment
- CC and BCC
- Sending from another account
- Sensitivity flags
- Creating and using signatures
- Schedule send delivery

Managing Email

- Categorising messages
- Flagging messages
- Creating and managing folders
- Moving mail messages
- Deleting mail and folders
- Pinning messages
- Mail reactions
- Conversation view
- Printing

Attachments

- Attaching files
- Linking files
- Working with attachments
- Opening attachments
- Accessing links

Using the Calendar

- Viewing the calendar
- Changing views
- Date selector
- Adding an appointment event
- Viewing an event
- Editing an event
- Event status
- Setting event reminders
- Quick click event creation
- Moving an event
- Extending an event
- Deleting an event
- All day events
- Multi day events
- Printing calendar views
- Customise calendar
- Setting working times

People (Contacts)

- Adding a contact
- Creating a contact
- Edit a contact
- Marking as a favourite
- Categories and people
- Add contact from email
- Add photos to a contact

Reminders

- Setting a flag reminder
- Responding to a reminder
- Viewing follow up details
- Marking a follow up as complete

To Do (Tasks)

- Navigating the To Do view
- Adding a task
- Grid view vs List view
- Task details pane
- Task reminders
- Marking as important
- My Day view
- Assigned to Me view
- Marking tasks complete
- Deleting tasks
- Sorting tasks
- Editing tasks
- Adding steps to a task
- Flagged email view
- To Do settings
- Working with the My Day Pane

Who should attend

This course is aimed at users who wish to use Outlook to coordinate and manage mail, events, tasks and contacts using the 'New' Outlook client app.

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