



Please note that this outline is only intended as a guide and that any event can be customised to suit you.

Microsoft Outlook (all versions)

Level 1 – New User (1/2 day)

- Overview of Outlook features and capabilities
- Functional elements of the Outlook screen & obtaining help
- Features of the 'Outlook Today' view (including setting it as the default view)
- Using the 'Inbox' to handle incoming messages (including use of the Reading Pane and AutoPreview)
- Sending and responding to messages
- Using folders to store and manage items
- Working with address books and circulation lists
- Adding file attachments (including limitations and security issues)
- e-mail etiquette and handling junk mail
- Using Calendar to manage appointments, meetings and events
- Setting up tasks, recurring tasks, alarms and meetings
- Working with Task Lists & using Notes as reminders

Level 2 – Regular User (1/2 day)

- Sending and responding to messages, including...
 - creating personalised stationary & signatures
 - setting message priority and sensitivity
 - using categories to group related messages
 - using flags as prompts
 - setting a delivery delay
 - using voting buttons and setting an expiry date
 - saving as a draft
 - recalling a message
- Grouping and sorting items (including the Message Timeline)
- Searching for items & working with search folders
- Using the Out of Office Assistant
- Creating and using rules to automate common tasks
- Housekeeping procedures (including archiving and backups)
- Viewing other peoples schedules (and setting access permissions)
- Booking a meeting

solutions@ttsweb.co.uk
http://www.ttsweb.co.uk
tel : (0117) 9022845

VAT reg No : 691 6021 39

Total Training Solutions
South West Ltd is Registered in
England, No. 5190199