



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 day)

- what's new in your version?
- 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 'Outlook Bar' to access Outlook functions, (including customising)
- using the 'Inbox' to handle incoming messages, (including use of the Preview Pane)
- sending and responding to messages, including...
 - creating a personalised signature
 - setting message priority and sensitivity
 - using flags as prompts
 - setting a delivery delay
 - using voting buttons and setting an expiry date
- using folders to store and manage old messages
- working with address books and circulation lists
- adding file attachments, (including limitations and security issues)
- e-mail etiquette and handling junk mail
- creating and using rules to automate common tasks
- housekeeping procedures, (including archiving and backups)
- using Calendar to manage appointments, meetings and events
- setting up tasks, recurring tasks, alarms and meetings
- viewing other peoples schedules, (and setting access permissions)
- booking a meeting
- using Notes as reminders

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