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Microsoft Outlook level 1 course content (1-day)

Course Description

Microsoft Office Outlook Beginners course will provide you with the skills you need to start sending and responding to email in Microsoft Office Outlook, as well as maintaining your Calendar, scheduling meeting and working with tasks. You will compose and send emails, schedule appointments and meetings, manage contact information and tasks.

Target Audience

Anyone that needs to work on Microsoft Office Outlook and perform daily tasks on it.

Prerequisites

Good working knowledge of the Windows Operating System and proper IT skills

Course Outline:

1. Get Started with Outlook 2010

- Connecting to Email Accounts
- Connecting to Hotmail Accounts
- Troubleshooting Connection Problems
- Connecting to Exchange Accounts
- Connecting to Internet Accounts

2. Explore the Outlook Window

- Working with the Outlook Program Window
- Outlook Program Window
- Outlook Modules
- Working with the Ribbon and Backstage View
- Backstage View
- Modules and Item tabs
- Working in the Mail Module
- Navigation Pane Content
- Mail Module Views
- The Ribbon
- Message Windows
- Working in the Calendar Module
- Calendar Module Content
- Calendar Item Window
- Working in the Contacts Module
- Contacts Module Content
- Contact Record Window
- Working in the Tasks Module
- Task Module Content
- Task Window

3. Send and Receive E-Mail Messages

- Creating and Sending Messages
- Addressing Messages
- Troubleshooting Message Addressing
- Entering Content
- Saving and Sending Messages
- Attaching Files to Messages
- Troubleshooting File Types and Extensions

- Viewing Messages and Message Attachments
- Viewing Conversations
- Configuring Reading Pane Behaviour
- Viewing Reading Pane Content
- Marking Messages as Read
- Single Key Reading
- Viewing Message Participant Information
- Presence Icons
- Contact Cards
- The People Pane
- Responding to Messages

4. Store and Access Content Information

- Saving and Updating Contact Information
- Creating Contact Records
- Address Books
- Communication with Contacts
- Initiating contact information from contact records
- Selecting message recipients from Address Books
- Displaying different views of Contact Records
- User Defined Fields
- Printing Contact Records

5. Manage Scheduling

- Scheduling and Changing Appointments
- Adding National Holidays to a Calendar
- Creating an appointment from a message
- Scheduling and Changing Events
- Scheduling Meetings
- Updating and Cancelling Meetings
- Responding to Meeting Requests
- Displaying Different Views of a Calendar
- Views
- Arrangements
- Using the Date Navigator

6. Tracking Tasks

- Creating Tasks
- Creating tasks from scratch
- Task options
- Creating tasks from Outlook items
- Updating tasks
- Removing tasks from the task list
- Managing Task Assignments
- Tasks you assign to others
- Tasks other people assign to you
- Displaying Different Views of Tasks
- Finding and Organizing Tasks

Microsoft Outlook level 2 course content (1-day)

Course Description

Microsoft Office Outlook Intermediate course will guide you through the process of organizing your E-Mails into conversations, customizing and assigning categories to your outlook E-Mails and appointments. Learn how to customize your outlook calendar to display different time zones as well as how to share your calendar with others. This course will also teach you how to customize your contacts and arrange them into groups, import contacts into Outlook as well as how to customize the appearance of your E-Mails. This course will show you how to perform these activities and more!

Target Audience

This course is designed for experienced Outlook users who need to customize their environment, calendar and E-Mail messages to meet their specific requirements.

Prerequisites

Microsoft Outlook: Beginners training or equivalent working knowledge

Course Outline

1. Organize your Inbox

- Working with conversation view
- Split conversation
- Viewing conversations
- Conversation view settings
- Managing conversations
- Troubleshooting conversation view
- Arranging Message in Different ways
- Marking messages and read and unread
- Organizing Outlook Items by Colour Categories
- Recording information using Outlook Notes
- Organizing Messages into folders
- Managing messages by using Quick steps
- Quickly locating messages
- Using search folders
- Printing Messages
- Deleting Messages

2. Managing Your Calendar

- Defining your available time
- Configuring time zones
- Specifying Appointment Time Zones
- Working with Multiple Calendars
- Connecting to internet calendars
- Sharing Calendar information
- Sharing calendar with co-workers
- Sharing calendar information outside your organization
- Printing Calendar

3. Work with your Contact List

- Creating Additional Address books
- Importing and Exporting Contact Records
- Creating Contact Groups
- Quickly locating contact information
- Personalizing electronic business cards

4. Enhance Message Content

- Personalizing the appearance of Message Text
- Formatting Message Text
- Adding signatures to Messages automatically
- Embedding and Modifying Images
- Inserting Pictures
- Inserting ClipArt and Shapes
- Capturing Screen Images
- Modifying Images
- Creating and Formatting Business Graphics
- Changing Message settings and Delivery options

Microsoft Outlook level 3 course content (1-day)

Course Description

Microsoft Office Outlook Advanced will assist personalizing your messages or organize Outlook items so that they are easier to view. You may also want to share Outlook items with other users or provide consistency when collecting information in Outlook. This course will show you how to perform these activities and more!

Target Audience

This course is for persons with an intermediate understanding of Outlook and want to learn more complex functions of Outlook.

Prerequisites

Microsoft Outlook: Beginners and Microsoft Outlook: Intermediate training or equivalent working knowledge

Course Outline

1. Manage Email Settings

- Working with new Email notifications
- Creating rules to process messages
- Blocking Unwanted Messages
- Working with Junk Email Messages
- Configuring Junk Email Options
- Securing your Email
- Digital Signatures
- Encryption
- Plain Text Messages
- Information rights management
- Blocking External Contents to Protect your Privacy

2. Work Remotely

- Working with outlook items while offline
- Public Folders
- Setting Cached Exchange Mode Options
- Managing Download Options for slow connections
- Choosing to work offline
- Managing an Offline address book
- Automatically replying to messages

3. Customizing Outlook

- Personalizing the Outlook environment
- Creating and Managing Quick Steps
- Customizing the Ribbon
- Customizing the Quick Access Toolbar
- Customizing the Status Bar
- Personalizing the Office and Outlook Settings
- Mail
- Calendar
- Contacts
- Tasks
- Notes and Journal
- Search
- Mobile
- Language
- Advanced
- Add-ins
- Creating Outlook Forms

4. The Notes and Journal Folders

- Notes
- Creating notes
- Forwarding
- Customizing Notes
- Printing notes
- Assigning contacts to notes
- Journal
- Recording Journal Entries Automatically
- Viewing Journal Entries
- Recording a Journal Entry
- Editing a Journal Entry

5. Archiving Emails

- Manually Archiving messages to a local file
- Restoring archived messages
- Automatic archiving to a file
- Archive Mailbox

6. Mail Merges and Templates

- Mail Merge:
 - Importing contacts to use in a mail merge
 - Steps in a mail merge
 - Inserting merge fields
 - Sending the merged messages
- Templates:
 - Creating an email template
 - Sending a message based on a template