



Outlook Introduction - Course Outline

The Outlook Screen

- Exploring the Outlook Environment
- Mail view, Outlook Ribbon and Quick Access Toolbar
- Closing Outlook

Help

Changing the View of the Mail folder

- Turn Reading Pane on or off
- Focused vs Other
- Opening a message in a separate window
- Use Tighter Spacing
- To Do Bar

Sending Emails

- Creating and sending messages
- Sent Items folder
- Sending emails to multiple recipients
- Sending a copy of a message to another address (CC)
- What is a blind carbon copy (BCC)?
- Spell checking your messages
- Setting message importance and sensitivity
- Saving a draft copy of an Email
- Adding a Signature to a Message

Receiving, reading and replying to messages

- Opening the Inbox folder
- Selecting a message
- Reply, Reply All and Forward
- Marking a message as read or unread
- Flagging a message

Deleting Emails

- Deleting a message
- Restoring a message from the 'Deleted Items' folder
- Emptying the 'Deleted Items' folder



Reboot Computer Training

Working with Attachments

- Attaching a file to an email
- Removing an attached file
- Opening or saving an attached file

Printing

- Printing a message including print options

Mail Customisation

- Using Message Stationery
- Modifying Message Formats
- Adding an Inbox heading

Searching for emails

- Searching for messages by sender, subject or content
- Sorting mail

Folders

- Creating a folder
- Moving a message to a folder
- Deleting a mail folder

People Contacts

- Creating and Deleting a contact
- Creating a new contact group
- Sending an email to contact group

The Calendar

- Appointments
- Editing an Appointment
- Setting Recurring Appointments
- Deleting an Appointment
- Using All Day Events
- Meetings
- Tracking Meeting Responses
- Schedule View