



MOUSELITERATE

Outlook Introduction Course Outline

A basic understanding of PCs and familiarity with the layout of a PC style keyboard, mouse and Windows is required.

Session One

E-mail Messages

- Explore the User Interface
- Compose a mail message by entering text
- Address a message to one or more e-mail recipients
- Format a rich text message
- Insert a file attachment and signature
- Spell check e-mail
- Send and receive and recall a message
- Create a signature

Reading E-mail Messages

- Set viewing options for a mail folder
- Read a mail message and open a file attachment
- Reply to or forward a message
- Mark as Junk

Organising Mail Folders

- Navigate between different mail folders
- Sort items in a folder
- Flag a mail message
- Find a particular message
- Filter a view
- Create a folder
- Move items between folders
- Delete or archive a mail message

Contacts and the Address Book

- Use an address book to address a message
- Display different address lists
- Find a name in an address list
- Create, edit and delete a contact
- Sort the contacts list and find a contact
- View activities with a contact

Session Two

The Outlook Calendar

- Navigate within the calendar
- Schedule an appointment or event
- Modify or delete an appointment
- Identify conflicting appointments
- Schedule a recurring appointment
- Customise the calendar view
- Publish the calendar as a web page

To Do Bar

- Using the To Do Bar
- Customising the To Do Bar

Planning Meetings

- Plan a meeting and invite attendees
- Add or remove meeting attendees
- Reschedule or cancel a meeting
- Accept or decline a meeting request
- Propose a new time for a meeting
- Schedule the use of a resource for a meeting

Printing from Outlook

- Print a mail message
- Preview and print from the calendar
- Print your appointments, tasks and contacts lists





MOUSELITERATE

Outlook Intermediate Course Outline

These sessions are designed for people who have a good foundation in the use of Microsoft Outlook and a reasonable level of numeracy. Candidates should be familiar with the topics covered on the introduction sessions.

Session One

The Outlook Task List

- Create a task
- Update progress on a task
- Delete a task
- Organise tasks using categories
- Assign a task to another mail recipient
- Accept or decline a task
- Flagging e-mails

Making Notes

- Create, edit and delete a note
- Change the look of a note
- Organise notes

Organising and Managing Your Information

- Create and save views
- Conversation view
- Apply a view
- Find and filter items
- Use categories to identify items
- Use search box to find items

Session Two

Setting Calendar Options

- Set work days and times
- Display an additional time zone
- Set availability options

Managing Messages

- Use the mail rules wizard
- Use the Out of Office Assistant
- Create a Contact Group to send emails to multiple people
- Modify delivery options
- Creating Quick Steps to manage repetitive actions
- Creating Quick Parts to insert blocks of text

Working with Contacts

- Save contact details as a business card
- Use a business card as your signature for messages
- Forward and receive contacts by email
- Flag contacts for follow-up (reminder)

