

MICROSOFT OUTLOOK MAIL INTRODUCTION (LEVEL 1)	
A one day course introducing you to Electronic Mailing	
Prerequisite: The delegate should have attended an Introduction to Computers and Windows Course.	
INTRODUCTION TO MICROSOFT OUTLOOK	
Accessing Microsoft Office Outlook	
Microsoft Outlook Screen	
Microsoft Outlook Mail	
Access Outlook Mail	
Navigation Pane	
Reading Pane	
Message Pane	
Sending Messages	
New Message	
Options	
Spell Check	
Cancel A Message	
Save An Incomplete Message	
Open A Saved Message	
ATTACHING FILES	
Delete An Attached File	
Sent Items Folder	
Receiving Messages	
Read A Message	
View An Attached File	
Save An Attachment	
Save More Than One Attachment	
Reply To Messages	
Forward A Message	
Print A Message	
Select A Group Of Messages	
Select A Number Of Messages Individually	
FILING	
Delete A Message	
Deleted Items Folder	
Empty The Deleted Items Folder	
Create A Folder	
Create Sub-Folders	
Rename A Folder	
Move A Message To A Folder	

View Messages In A Folder	
Find Messages	
Search Folders	
CONTACTS	
Add A Contact	
Adding A Contact To Your Address Book From An Existing Mail	
Edit A Contact	
View Contacts	
Find A Contact	
Printing Contact Details	
Delete A Contact	
Create A Distribution List	
Addressing A Message To A Distribution List	
APPENDIX	
Signatures	
Deleting A Signature	
Archiving	
Out Of The Office Rule	
Default Settings	

MICROSOFT OUTLOOK ADDITIONAL FEATURES (LEVEL 2)	
A one day course introducing you to more advanced features of mail, the calendar, contacts, tasks, notes and journal. Prerequisite: Participants should have attended an Outlook Mail Introduction course.	
MICROSOFT ADDITIONAL FEATURES	
Switch Between Parts Of Outlook	
Additional Mail Features	
Junk Mail	
Follow Up	
Flag A Message	
Flag Complete	
Clear Flag	
Flagging Messages You Send	
Signatures	
Insert A Signature	
Changing The Default Signature	
Deleting A Signature	
Theme / Stationary	
Apply Existing Stationary	
Set Stationary As A Default	
Applying Your Own Stationary	
Filter Rules	
Rules And Alerts	
Out Of The Office Rule	
Turning The "Out Of Office" Rule On	
Turning The "Out Of Office" Rule Off	
Setting Up Rules For Incoming Messages While You Are Away	
Create A Rule Using A Template	
CALENDAR	
Views	
Switch Between The Views	
Current View	
Navigating Around The Calender	
Date Navigator	
Change The Date	
Scheduling Appointments	
Editing An Appointment In The Calendar	
Editing Start And End Dates/Time	
Moving An Appointment To A New Time By Dragging	
Changing The Time Period Of An Appointment By Dragging	
Copy An Appointment By Dragging	

Delete An Appointment	
Scheduling A Reoccurring Appointment	
Events	
Inserting South African Holidays	
Scheduling A Group Meeting	
Meeting Request Message	
Reply To A Meeting Request	
Viewing Responses	
Schedule Resources	
Sharing Calenders	
Change The Permissions On Your Shared Calendar	
Open A Shared Calendar	
Create A New Calendar	
Printing Calendars	
CONTACTS	
Add A Contact	
Adding A Contact To Your Address Book From An Existing Mail	
Edit A Contact	
Contact Follow Up	
Track Contact Activities	
Create User Defined Fields	
View Contacts	
Sorting Contacts	
Filter Contacts	
Find A Contact	
Sharing Contacts	
Change The Permissions On Your Shared Contacts	
Printing Contact Details	
New Message To A Contact	
New Appointment With A Contact	
New Task For A Contact	
Mail Merge With Contacts	
Delete A Contact	
TASKS	
Add A New Task	
Recurring Tasks	
Edit A Task	
Mark A Task Complete	
Views	
Sorting Tasks	
Filter Contacts	
Find A Task	
Sending A Task Request	

Assign An Existing Task	
Tracking A Task	
Task Timeline	
Print The Task List	
Delete A Task	
NOTES	
Create A Note	
Edit A Note	
Change The Colour/Category Of A Note	
Views In Notes	
Drag And Drop Notes	
Delete A Note	
Categories	
Appendix	
JOURNAL	
Access The Journal	
Change The Journal Settings	
Manually Record An Activity In Journal	
Edit Journal Entry	
Views In Journal	
Print The Journal	
Delete A Journal Entry	