

# Microsoft Outlook Beginners

---

This course can be run for all versions

## Description

This is a beginner course for people who have never worked with Microsoft Outlook before.

## Duration

1 day

## Unit Standards

- 116945 Use electronic mail to send and receive messages NQF Level 2. Two credits.

## Prerequisites

You must have attended a Windows course and understand how to use the personal computer.

## Course content

### Module 1: The Outlook environment

- Overview of the different modules of Outlook
- Customise the Outlook environment:
  - reading pane
  - To do bar
- Use the To Do bar
- Use Outlook help
- Changing default settings

### Module 2: E-Mail

- The Outlook Inbox screen
- Create and send an e-mail
- Format a message
- Create an auto-signature
- Check spelling
- Use options
- Attach a file
- Open and save an attachment
- Receive and reply to e-mail
- Forward a message
- Create a draft message
- Recall and resend messages
- Manage junk and phishing e-mails

### Module 3: Managing E-Mail

- Organise the In-box
- Flag a message
- Categorise a message
- Create another item out of a message
- Create folders
- Move and copy messages into folders
- Create Quick Steps
- Use instant search

- Print an e-mail message
- Delete messages

### Module 4: Manage the Calendar

- The Calendar screen
- Create appointments
- Create all day events
- Edit, delete and move appointments
- Recurring appointments
- Schedule meetings
- Reply to meeting requests
- Update and cancel meetings

### Module 5: Manage Contacts

- The Contacts screen
- Add a contact
- Change the Contacts view
- Update contacts

### Module 6: Tasks

- The Tasks screen
- Create a task in To Do bar
- Create a task in Tasks
- Create a task from an e-Mail message