

## Microsoft Outlook Workshop

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This course can be run for all versions

### Description

This is a workshop for people who have already used Outlook, know how to send and receive email but want to work smarter and faster.

### Duration

½ day workshop

### 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