

## DURATION

8 hours

## COURSE OBJECTIVES

To prepare users for optimal use of Outlook in the integration of their desktop applications to show how Outlook can be used in most organisational and communication tasks.

## ASSUMED SKILLS

- Learners must be able to read, write, speak and listen to English at secondary school level
- Learner should have working knowledge of using personal computers

## COURSE OUTLINE

Overview of Module

### STARTING OUTLOOK

- Start and exit Outlook
- Recognising the Outlook screen
- Using Sneak a Peek

### APPLY AND MANIPULATE OUTLOOK PROGRAM OPTIONS

- File Tab → Options (Go through the various options)

### MANIPULATE ITEM TAGS

- Assign colour categories
- Flag messages for follow-up, set reminders

### ARRANGE THE CONTENT PANE

- Outlook View Options
  - Show/hide Navigation Pane, Reading Pane, To-Do Bar
  - Change view types

### APPLY SEARCH AND FILTER TOOLS

- Find messages with Instant Search
- Sort messages
- Filter messages

### PRINT AN OUTLOOK ITEM

- Outlook print options

### CREATING MESSAGE

- Create a new email
- Enter addresses using To:, CC:, and BCC: (how to show BCC)
- Enter title and text

### FORMATTING MESSAGE

- Format message with built-in Styles

### ATTACHED CONTENT TO MESSAGES

- Attach files
- Attach Outlook items, e.g. Business cards, Calendar

### CREATE ITEM CONTENT

- Insert Screenshots, Clip Art, picture from webpage, hyperlink

### MANAGING MESSAGES

- Manage Junk Mail
  - Prevent trusted senders from being blocked
  - Block selected senders

### **MANAGING CONTACTS**

- Add and delete contact details
- Create distribution list/contact group

### **WORKING WITH CALENDAR**

- Explain the difference between an appointment and a meeting
- Add, amend and delete appointments
- Add, amend and delete requests
- Manipulate Calendar Pane

### **USING TASK**

- Creating a Task
- Create a Task from email message
- Set start and end dates
- Set priority
- Update status
- Update percentage completed
- Mark a task as completed