Microsoft Outlook - Level 1

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LENGTH
1 day

PRICE (Incl. GST)
$456.50

WHY STUDY THIS COURSE

The skills and knowledge acquired in this course are sufficient to be able to send and receive emails, schedule appointments, and maintain contact details using Microsoft Outlook.

You may also be interested in our Microsoft Outlook - Level 2 course which covers organising emails, scheduling meetings with colleagues, managing contacts' information, task requests, and much more.

Note: Outlook 2016, Outlook 2019, Outlook 2021, and Outlook 365 are all desktop application versions of Microsoft Outlook. Outlook 2016, Outlook 2019, and Outlook 2021 are the perpetual, bought-outright, stand-alone versions of the software; Outlook 365 is the subscription-based version. Anyone working with any of these versions will be able to successfully complete this course. Throughout this course you will be using the desktop app; the course does not cover use of the web/online app.

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WHAT YOU'LL LEARN

At the completion of this course you should be able to:

› Understand some of the more basic email concepts

› Start Microsoft Outlook and navigate its key features

› Create and send email messages

› Receive emails in your Inbox and then work with them

› Competently work with file and item attachments within email messages

› Work with message flags and reminders

› Work effectively with junk email

› Work with the Calendar feature

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END USER APPLICATIONS

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> Create and work with contacts

> Create and work with tasks

> Obtain help for Outlook whenever you need it

❝

My instructor was great being able to put scenarios into real world instances that related to my specific situation.

I was made to feel welcome from the moment I arrived and the ability to sit as a group outside the classroom to discuss our situations and our goals was extremely valuable.

I learnt a lot and felt it was important that my goals by attending this course were met.

Great job Lumify Work team.

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COURSE SUBJECTS

Email Concepts

- How Email Works
- Email Addresses
- The Benefits of Email
- Email Etiquette
- Emails and Viruses
- Digital Signatures

Getting Started with Microsoft Outlook

- Understanding Outlook
- Starting Outlook From the Desktop
- Common Outlook Screen Elements
- Using the Ribbon
- Using Ribbon KeyTips
- Showing and Collapsing the Ribbon
- Understanding the Backstage View
- Accessing the Backstage View
- Understanding the Quick Access Toolbar
- Adding Commands to the QAT
- Navigating to Outlook Features
- Sneaking a Peek
- The Folder Pane
- The to Do Bar

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We can also deliver and customise this training course for larger groups saving your organisation time, money and resources.

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- The Mail Screen

- The Calendar Screen

- The People Screen

- The Tasks Screen

- The Notes Screen

- The Outlook Today Screen

- Changing the Office Theme

- Exiting Outlook

Sending Email

- Email in Outlook

- How Outlook Mail Works

- Composing an Email Message

- The Message Window

- Creating a New Message

- Checking the Spelling

- Adding an Attachment to a Message

- Adding Importance

- Requesting Message Receipts

- Sending the Message

- Creating an AutoSignature

- Using an AutoSignature

- Removing an AutoSignature

- Sending a Courtesy Copy

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- Sending a Blind Copy

Receiving Email

- Understanding the Inbox
- Retrieving Email
- Opening an Outlook Data File
- Adjusting the Message View
- Previewing Messages
- Arranging Messages
- Reading Messages
- Opening Several Messages
- Understanding Conversation View
- Navigating Messages in a Conversation
- Replying to a Message
- Replying to a Message in a Conversation
- Replying to All Messages
- Replying Without the Original Message
- Adding Comments to Replies
- Getting Replies Sent to Another Address
- Forwarding Messages
- Finding Related Messages
- Ignoring Conversations
- Marking Messages as Unread
- Understanding Clutter

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Working with Attachments

- Understanding File Attachments
- Inserting a File Attachment
- Attaching Other Outlook Items
- Previewing Attachments
- Saving a File Attachment
- Opening a File Attachment

Flagging Messages

- About Flags and Reminders
- Flagging Messages in the Message List
- Sending a Message With a Flag
- Adding a Reminder to Your Messages
- Changing the Default Quick Click Flag
- Removing a Flag

Junk Email

- Spamming and Junk Email
- Phishing and Junk Email
- Understanding Junk Email Options
- Marking Messages as Junk Mail
- Marking Messages as Safe
- Managing the Senders Lists
- Importing a Blocked Senders List
- Exporting a Blocked Senders List

- Deleting Junk Email

Working with the Calendar

- Accessing the Calendar

- Changing the Calendar Arrangement

- Displaying Specific Dates

- Navigating Within a Calendar

- Changing the Current View

- Creating a Second Time Zone

- Removing a Time Zone

- Creating a New Calendar

- Working With Multiple Calendars

- Deleting a Calendar

- Sharing Calendars

- Understanding the Weather Bar

People

- Understanding People View

- Understanding the Contact Form

- Viewing Your Contacts

- Creating a New Contact

- Entering Contact Details

- Editing Contact Details

- Inserting a Contact Picture

- Adding Contacts to an Existing Company

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- Printing Contact Details

- Deleting an Unwanted Contact

- Recovering a Deleted Contact

Tasks

- Tasks and the To-Do List

- Creating Tasks

- Changing Task Views

- Sorting Tasks

- Working With Tasks

- Deleting Tasks

- Printing a Task List

Getting Help

- Understanding How Help Works

- Using Tell Me

- Accessing the Help Window

- Navigating the Help Window

- Using Google to Get Help

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WHO IS THE COURSE FOR?

This course is designed for users who are new to email, calendaring, and contacts management, and need to know how to get up and running quickly and efficiently using Microsoft Outlook.

We can also deliver and customise this training course for larger groups – saving your organisation time, money and resources. For more information, please contact us on 1800 U LEARN (1800 853 276)

PREREQUISITES

This course assumes little or no knowledge of Microsoft Outlook. However, it would be beneficial to have a general understanding of personal computers and the Windows operating system environment.

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