

## Outlook

### Microsoft Outlook – Beginner

#### The Basics

The Outlook screen · different Outlook views · moving around in Outlook.

#### Sending and Receiving E-mail

composing and addressing mail · adding an Auto-signature · reading and replying to messages · mail priorities · adding a file attachment · reading and saving an attachment · conducting votes by E-mail.

#### Working with Mailbox Folders

Creating personal folders · storing and retrieving messages · deleting unwanted mail.

#### Distribution

Creating distribution lists · sending an email to a distribution list · adding and removing members from a distribution list.

#### Calendar

Scheduling appointments · reminders · adding events · recurring entries · planning meetings.

#### Tasks

Creating new tasks · assigning tasks · due dates · priorities and reminders.

#### Notes

Creating notes · viewing and printing notes.

#### Contacts

Creating a new contact · assigning categories · maintaining a contact list · using contacts to address e-mail · customising the contacts view .

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### Microsoft Outlook – Intermediate

#### The Outlook Environment

The Outlook screen and toolbar · adding items in Outlook · Outlook's components · navigating between Outlook groups · using and managing fields and view modes · adding groups and shortcuts.

#### Using E-mail

Sending, receiving and managing e-mail · create effective e-mail messages · creating folders · changing e-mail options: priority, flags and tracking.

#### Time Management Tools

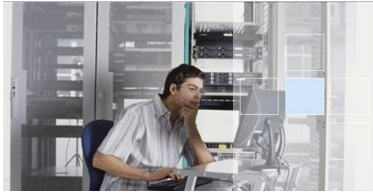
Using tasks to keep track of deadlines · sorting and filtering tasks · printing and viewing your schedule · using the Calendar to add appointments · using categories to manage tasks · adding time zones and holidays · arranging meetings · assigning tasks to others.

#### Contact Tools

Adding and managing contacts · sending letters to contacts · importing contacts from other applications · customising the way you see contacts.

#### Managing Files in Outlook

Using the Journal to track and find work · using Outlook to manage files · organising files by multiple criteria · using notes.



## Microsoft Outlook – Advanced

### Modifying Existing Outlook Views

Modifying an existing view · creating a new view (adding and removing fields) · deleting modified views

### Archiving

Auto archiving · manual archiving

### Tasks

Refresher on basics · assigning tasks · tracking tasks · creating tasks from email messages

### Performing a Mail Merge with Outlook Contacts

Preparing the contacts · preparing the Word document · performing the mail merge · filtering and sorting

### Printing Labels

Preparing the contacts folder · creating the Word document

### Calendar

Personal and shared calendars · setting up recurring events and appointments · setting up meetings