

OUTLOOK MASTERCLASS

AVAILABLE IN OFFICE 365, 2016, 2013 & 2010



Outlook Essentials

- ▶ Overview of Outlook
- ▶ Using the Folders Pane & Navigation Bar

More About Email

- ▶ Focused Inbox
- ▶ Working with the Reading Pane
- ▶ Checking Spelling & Grammar
- ▶ Working with File Attachments
- ▶ Using Send Options
- ▶ Recall & Resend Messages ★
- ▶ Working with Message Flags
- ▶ Email Signatures
- ▶ Email Tips & Tricks

Managing Mail Folders

- ▶ Mail Folders Revision
- ▶ Search Techniques & Search Folders ★
- ▶ Working with Conversations
- ▶ Default & Custom Archive Options
- ▶ Retrieving Archived Items
- ▶ Mailbox Clean-up Tools

Rules & Auto Assistants

- ▶ Creating Inbox Rules
- ▶ Out of Office Assistant
- ▶ Setting Out Of Office Rules
- ▶ Create & Run Quick Steps ★

Using the Calendar

- ▶ Tips on Viewing & Navigating the Calendar
- ▶ Customising the Working Week
- ▶ Appointments & Events
- ▶ Planning Meetings & Responding to Meeting Requests
- ▶ Arranging Meetings with Calendar Groups

People

- ▶ Creating, Editing & Deleting Contacts
- ▶ Creating & Using Contact Groups

Folders & Permissions

- ▶ Sharing Outlook Components
- ▶ Opening Other People's Email, Calendar, Task & Contacts
- ▶ Setting Permissions & Delegation Rules

The Task List

- ▶ The Power of Tasks
- ▶ Recurring Tasks
- ▶ Assigning, Updating & Tracking Tasks ★

Course Duration: 1 Day

Price Per Delegate: £195
(Public Scheduled Course)

Price Per Course: £695
(On-Site at Customer Premises)

Suitable For:

Those who have basic Outlook skills & need techniques for managing their mailbox, scheduling and managing meetings, customising and sharing Outlook content.

Learning Outcomes:

By the end of this course delegates will be able to use collaborative tools such as sharing folders and calendars, arranging meetings and set permissions in order to delegate Outlook items. They will also be able to create rules to more effectively manage their Inbox.

Prerequisite Skills:

Delegates attending this course should be currently working with Outlook and be able to confidently move around Outlook folders. They should be able to send, read, reply to and forward e-mails.

★ Feature not supported in Outlook online