

**Duration** 1 day

### Overview

This course provides an introduction to the main features of Outlook.

### Recommended for

Staff who need to use Outlook for mail and recording tasks and meetings

### Prerequisites

Attendance on course ***Introduction to NT (CTNT10-10)*** or equivalent knowledge and skills namely:

- A knowledge of personal computer fundamentals.
- Experience of working within the Windows environment.
- A reasonable degree of keyboard efficiency.
- Experience in using a mouse.

### Objectives

At the end of the training the delegate will be able to successfully:

- Send, receive and forward e-mails
- Attach files to an e-mail
- Manage mail folders
- Schedule, edit and delete appointments
- View and print the calendar
- Set up meetings with other users
- Create and manage a contacts list
- Add and update personal tasks
- Create and update a journal to keep track of activities
- Use the notes to create reminders

using the documentation and support provided

**Duration** 1 day

**Overview**

This course extends the user's knowledge of Outlook to take in its collaborative features and advanced techniques.

**Recommended for**

Staff who need to use Outlook in a corporate context.

**Prerequisites**

Attendance on Clearer Thoughts' course **Outlook Introduction** or equivalent skills and knowledge namely:

- Sending, receiving and forwarding e-mails including using attachments
- Scheduling, editing and deleting appointments
- Using the calendar
- Creating and managing a contacts list
- Using notes to create reminders

**Objectives**

At the end of the training the delegate will be able to successfully:

- Create, respond to and track meeting requests
  - Set up, delegate, respond to, track and maintain tasks
  - Track their own time and events through Outlook Journal
  - Use public folders
  - Define delegate permissions to respond to colleagues' e-mails and meetings
  - Customise the application screen
  - Tailor features of Mail and Contacts usage
- using the documentation and support provided.

**Modules covered in this course**

- Meetings
- Tasks
- Outlook Journal
- Public Folders
- Tailoring the Application Screen
- Advanced Mail And Contacts Topics
- Miscellaneous Advanced Features