

Outlook Level 1 – Email Management

What do I need?

Learners should be familiar with using a mouse and keyboard. They should be comfortable in the Windows environment and be able to use Windows to manage information. The topics covered are the critical skills you need to create, send and respond to email in Outlook.

How long is the course?

1 Day

Who should attend?

Learners who need to work with Mail, Contacts and Appointments in Outlook.

Getting Started with Outlook

- Identify the Components of the Outlook Interface
- Identify the Outlook Ribbon
- Customise the Outlook Environment
- Identify the Tabs and Commands in the Outlook Message Form
- Use Outlook Help

Composing Messages

- Create an E-mail Message
- Format a Message
- Check Spelling and Grammar
- Attach a File
- Enhance an E-mail Message

Sending and Receiving Messages

- Send an E-mail Message
- Read an E-mail Message
- Reply and Forward an E-mail Message
- Print an E-mail Message
- Delete an E-mail Message

Organising Messages

- Manage E-mail Messages
- Move E-mail Messages into Folders
- Open and Save an Attachment

Managing Contacts

- Add a Contact
- Sort Contacts
- Find the Geographical Location of a Contact
- Update Contacts

Scheduling Appointments

- Explore the Outlook Calendar
- Schedule an Appointment
- Edit Appointments
- Print the Outlook Calendar