

Microsoft Outlook 2000

Course Objectives:

This course is designed for new users of Microsoft Outlook 2000 or for users with limited experience. Delegates will learn how to use Outlook to send and receive email, maintain an electronic diary, store contact details and organise tasks.

Prior Knowledge Required:

No prior knowledge of Outlook is assumed but some basic PC and Windows experience is required.

Course Duration: 1 day, but course contents can be tailored if required.

Introduction

- Understanding the Concepts of Outlook 2000
- Launching Outlook 2000

The Outlook Environment

- Exploring the Outlook Screen Layout
- The Office Assistant and Help
- Using Menus and Toolbars

Using Electronic Mail

- Basic Principles
- Composing, Addressing and Sending Email
- Previewing and Reading Email Messages
- Forwarding & Replying to Messages
- Sending and Opening Attachments
- Email Addressing Options
- Sorting, Printing and Deleting Messages
- Creating an Electronic Signature
- Flagging Messages
- Creating and Using an Address Book
- Creating a Distribution List
- Working With Folders
- Archiving Messages

Using the Calendar

- Viewing Options
- Scheduling Meetings and Appointments
- Changing, Copying & Deleting Appointments
- Setting Up Recurring Appointments
- Setting Up Events
- Printing the Calendar
- Using The Task Pad

Organising Tasks

- Setting Tasks
- Viewing Tasks
- Filtering, Sorting and Grouping Tasks
- Assigning Priorities
- Marking a Task as Complete

Using the Contacts Facility

- Adding and Using Contact Details
- Viewing Contacts
- Locating Contacts

Making Notes

- Creating, Editing and Deleting Notes
- Creating Journal Entries



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