

Microsoft Outlook

Introduction

BSBADM307—Organise schedules
Nationally Endorsed Industry Competency

Darwin

**Human Resource &
Computer Academy**

training for your future

GENERAL INFORMATION

Duration

Two half days

Cost

\$445 GST- Exempt
includes \$45 training manual

Prerequisite

Experience with Microsoft
Windows and use of a mouse.

Objectives

To provide a thorough
understanding of the
comprehensive concepts and
skills that will enable the
participant to effectively use
Outlook.

Methodology

Group and individual instruction,
hands on practical exercises,
visual aids, comprehensive course
documentation.

Competency Assessment

This will be issued to trainees
upon completion of training
session.

Expected Outcome

By the end of the course the
participant should be able to use
the following functions and
features of Outlook.

CONTENT

Outlook Basics

- Understanding Outlook
- Starting Outlook
- Common Outlook Screen Elements
- Going to Outlook Features
- Navigating to Outlook Features
- The Mail Screen
- The Calendar Screen
- The Contacts Screen
- The Tasks Screen
- The Notes Screen
- Exiting Outlook

Sending E-Mails

- Understanding E-Mail
- E-Mail in Outlook
- How Outlook Mail Works
- Composing an E-Mail Message
- Creating a New Message
- Checking the Spelling
- Adding an Attachment to a Message
- Adding Importance
- Requesting Message Receipts
- Sending the Message
- Creating an AutoSignature
- Using an AutoSignature
- Removing an AutoSignature
- Sending a Courtesy Copy
- Sending a Blind Copy

Receiving E-mail

- Understanding the Inbox
- Retrieving E-Mail
- Opening an Outlook Data File
- Adjusting the Message View
- Reading Messages
- Marking Messages as Unread
- Viewing Unread Messages
- Deleting Messages
- Recovering Deleted Messages
- Understanding Message Attachments
- Saving a Message Attachment
- Opening a Message Attachment
- Replying to a Message
- Replying to All Messages
- Replying Without the Original Message
- Forwarding Messages

Organising Messages

- Finding Messages
- Performing an Advanced Find
- Assigning Categories to Messages
- Finding Messages by Categories
- Using a Search Folder
- Creating Your Own Search Folders
- Creating a Message Folder
- Moving Folders
- Deleting Message Folders
- Recovering Deleted Folders
- Sharing Folders
- Accessing Shared Folders
- Disabling Shared Folder Access
- Working with Message Views
- Creating a Custom Message View
- Creating a Message Filter
- Creating a Message Rule
- Archiving Messages
- Recovering Archived Messages

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COURSE OUTLINE

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NATIONALLY RECOGNISED
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For bookings contact us on:

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CONTENT (continued)

Junk E-mail

- Spamming and Junk E-mail
- Understanding Junk E-mail Options
- Marking Messages as Junk Mail
- Marking Messages as Safe
- Managing Senders Lists
- Importing a Black List
- Exporting Your Blocked Senders List
- Reviewing and Deleting Junk Email

Working with the Calendar

- Accessing the Calendar
- Changing Calendar Views
- Moving to Specific Dates
- Creating a Second Time Zone
- Deleting a Second Time Zone
- Sharing Your Calendar
- Viewing Shared Calendars
- Closing and Deleting Shared Calendars
- Creating a New Calendar
- Deleting a Calendar
- Creating a Public Calendar

Appointments and Events

- Using a Specific Calendar
- Scheduling an Appointment
- Scheduling an Appointment from the Menu
- Rescheduling an Appointment to another Day
- Rescheduling an Appointment to another Time
- Creating Recurring Appointments
- Scheduling an Event
- Deleting Appointments and Events
- Organising Your Appointments
- Printing Your Calendar
- Specifying the Work Week
- Labelling Appointments

Scheduling Meetings

- Scheduling a Meeting
- Responding to Meeting Requests
- Meeting Response Options
- Tracking Meeting Responses
- Planning a Meeting
- Responding to a Meeting Request
- Cancelling a Meeting
- Responding to a Meeting Cancellation
- Viewing Calendars of Other Users
- Saving a Calendar as a Web Page

Contacts

- Understanding the Contact Card
- Accessing Contacts
- Creating a New Contact Card
- Entering Contact Details
- Adding Contacts to Existing Companies
- Editing Contact Details
- Inserting a Contact Picture
- Deleting an Unwanted Contact
- Recovering a Deleted Contact
- Printing the Contact List

Managing Contacts

- Importing Contact Information
- Organising Contacts with Views
- Creating a Custom View
- Setting Contact Activity Options
- Entering Contact Encounter Details
- Recording Timed Encounters
- Reviewing Contact Encounters
- Sending Email to a Contact
- Adding a Contact from an Email
- Creating a Distribution List
- Using a Distribution List
- Using a Partial Distribution List

Tasks

- Accessing Outlook Tasks
- Creating Simple Tasks
- Typing Tasks Directly
- Changing Task Views
- Categorising Tasks
- Sorting Tasks
- Completing Tasks
- Deleting Tasks
- Printing a Task List



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