



Microsoft Outlook (Intermediate)





Course Details:

Booking Information:

To reserve a place in this course please contact Envisage Training or visit our website to enrol online.

Envisage Training:

- Computer Training
- ICT & Software Applications
- Instructor-Led Online Training
- Professional Development
- Room & Equipment Hire
- Training Needs Analysis

Delivery Modes:

- Scheduled Courses
- In-House & On-Site
- Instructor-Led Online Training
- Customised Courses



Tel: (07) 3325 3267
Fax: (07) 3264 4488
Post: PO Box 731
Albany Creek QLD 4053

Email: info@envisagetraining.com.au
Web: www.envisagetraining.com.au

Last Updated: Jan 2008
MSOT02

Duration:

1 Full Day

Who should attend:

Ideal for a person with a basic working knowledge of Microsoft Outlook who is seeking to become familiar with the more in depth functions of the software. At the conclusion of this course, participants should have a comprehensive understanding of MS Outlook and its application.

Course Pre-requisites:

This course is designed for participants with some basic knowledge of Outlook 2003. Ideally participants will have previously completed the Microsoft Outlook 2003 Introduction course.

Related Courses:

Why not extend on what you have learned in this course, and gain the skills needed to unleash the full power of the Microsoft Office suite. Envisage Training's basic, intermediate, and advanced courses will provide you with the training needed to give you every advantage.

- Microsoft Outlook Advanced
- Time Management with Microsoft Outlook

Topics Covered:

Organising Messages

1. Finding Messages
2. Performing an Advanced Find
3. Assigning Categories to Messages
4. Finding Messages by Categories
5. Using a Search Folder
6. Creating Your Own Search Folders
7. Creating a Message Folder
8. Moving Folders
9. Deleting Message Folders
10. Recovering Deleted Folders
11. Sharing Folders
12. Accessing Shared Folders
13. Disabling Shared Folder Access
14. Working with Message Views
15. Creating a Custom Message View
16. Creating a Message Filter
17. Creating a Message Rule
18. Archiving Messages
19. Recovering Archived Messages
20. Quick Reference

Junk E-mail

1. Spamming and Junk E-mail
2. Understanding Junk E-mail Options
3. Marking Messages as Junk Mail
4. Marking Messages as Safe
5. Managing Senders Lists
6. Importing a Black List
7. Exporting Your Blocked Senders List
8. Reviewing and Deleting Junk E-mail
9. Quick Reference

Task Requests

1. How Task Requests Work
2. Creating a Task Request
3. Responding To a Task Request
4. Completing an Assigned Task
5. Updating Your Task Request
6. Quick Reference.

Managing Contacts

1. Importing Contact Information
2. Organising Contacts with Views
3. Creating a Custom View
4. Setting Contact Activity Options
5. Entering Contact Encounter Details
6. Recording Timed Encounters
7. Reviewing Contact Encounters
8. Sending Email to a Contact
9. Adding a Contact from an Email
10. Creating a Distribution List
11. Using a Distribution List
12. Using a Partial Distribution List
13. Quick Reference

Scheduling Meetings

1. Scheduling a Meeting
2. Responding To Meeting Requests
3. Meeting Response Options
4. Tracking Meeting Responses
5. Planning a Meeting
6. Responding To a Meeting Request
7. Cancelling a Meeting
8. Responding To a Meeting Cancellation
9. Viewing Calendars of Other Users
10. Saving a Calendar as a Webpage
11. Quick Reference

E-mail Techniques

1. Recalling a Sent Message
2. Printing a Message
3. Printing the Message List
4. Making Word the E-Mail Editor
5. Formatting Messages as Rich Text
6. Formatting Messages as Plain Text
7. Formatting Messages as HTML
8. Formatting E-mail Messages
9. Choosing Stationery
10. Choosing a Message Theme
11. Saving a Message Draft
12. Using a Saved Message
13. Sending a Voting Message
14. Receiving a Voting Message
15. Configuring Send and Receive
16. Quick Reference