



Outlook is a personal information manager. Used mainly as an e-mail application, it also includes a Calendar, Tasks, Contacts, Notes, and a Journal. It can be used as a stand-alone application or can work with Microsoft Exchange Server and Microsoft Office SharePoint Server for multiple users in an organization. Delegates can make the most of this software by managing their emails, time and contacts with ease.

Using Outlook can be the easiest and most effective way to improve and project manage their company's procedures, if used properly. By using and discovering the new features of this program, this will help organise their own and the company's working life.

Microsoft Outlook: Introduction

Course Title: Inside Outlook | Duration: 1 Day | Level: Introduction | Code: ITS15

This course assumes no prior knowledge of Outlook however self-taught and day to day users of the program would still benefit from this course. Most people already know how to send an email, and even though this will be one of the course's starting points, it will quickly progress to advanced Emailing by using Cc and Bcc, creating Distribution Lists and Groups and using Auto-replies and Voting Buttons.

The Course is divided into 5 parts; an introduction to Views and Toolbars, Emails, Calendar, Tasks and Notes. Then the course will end with some workshop exercises using all the program features together, i.e. sending an Email with an Appointment or Task assigned. By the end of the course the user will have become much more confident and capable in using this powerful and versatile program.

Microsoft Outlook: Advanced

Course Title: Outlook Advanced | Duration: 1 Day | Level: Advanced | Code: ITS16

The advanced course expands on your existing knowledge of the program, by introducing more advanced management techniques such as Rules and Alerts, Categories, Colours and Creating folders that can be applied to the main elements within Outlook. One of the best sections of the course is incorporating Microsoft Word linked into Outlook to create a Mail merge as part of a bulk e-mailing campaign; this can be one of the best e-marketing solutions available to any company. In addition to this, students can expect to learn about sharing information with other Outlook users, scheduling meetings through the Calendar, utilising public folders, archiving old items and creating Signatures.

Creating and using a PST file can be a valuable part of the course, as this can be one of the ways to recover from a PC or server failure. By the end of the course the user will feel confident with the more advanced features and will be able to master this impressive program.

***BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals**

Note: So courses run effectively we ask all participants to examine the course content closely to determine which stage most suits their requirements and abilities. Pre-course questionnaires are available on request.





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Course Requirements:

No previous experience of Microsoft Outlook is required however the delegate should have knowledge in basic computer skills i.e. how to use a mouse and keyboard.

Course Content:

- What Is Outlook? (Email / Electronic Personal Organiser / Menus / Navigation / Toolbars / Views)
- Guidelines & Etiquette (SPAM / Uppercase)
- Responding to Emails (Sorting / Reading / Reply / Reply to All / Forward)
- Sending Emails (To / Cc / BCC / Subject / Body / Importance)
- Message Management (Deleting / Folders)
- Attachments (Saving / Inserting / Difference with Reply & Forward)
- Printing (Simple / Without Address List)
- Proofing Tools (Checking Spelling & Grammar / Thesaurus)
- Deleted Items (Emptying / Restoring)
- Working with Contacts (Creating / Editing / Deleting)
- Working with Calendar Appointments (Creating / Editing / Deleting)
- Working with Tasks (Creating / Editing / Deleting)
- Basic Searching & Outlook Today (Viewing)

Follow On Courses:



Microsoft Outlook: Advanced



Additional Information:

- 100% Free Re-Sit: Within 12 months of attending the course
- Free Telephone & email support
- CD Reference guide & exercise notes all included
- PCS Certificate of Achievement
- This Training course can also be run on request as a One to One or a Classroom Booking

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Course Requirements:

The delegate needs to have attended the previous level of the Microsoft Outlook course at Pringle PCS or at least, have the equivalent working knowledge.

Course Content:

- Customising Screen Layout (Views / Sorting / Grouping / Field Headings)
- Advanced Email Options (Sensitivity / Read-Delivery Receipt / Delay / Recall)
- Mail Signatures (Creating / Editing / Deleting)
- Out Of Office Assistant (Setting Up / Turning On / Turning Off)
- Advanced Message Management (Rules / Colouring / Archiving)
- Calendar (Customisation / Public Holidays / Scheduling Meetings / Recurring Appointments)
- Tasks (Customisation / Assigning / Recurring)
- Contacts (Distribution Lists / Forwarding / Search Order)
- Sharing Folders (Inbox / Calendar / Contacts / Tasks)
- Public Folders (Messages / Calendars / Contacts / Tasks)
- Importing / Exporting (Calendars / Contacts / Tasks)
- Advanced options (Changing Outlook Preferences)
- Categories (Using / Editing / Adding / Removing)
- Advanced Searches (Defining Fields / Setting Criteria)

Follow On Courses:



Microsoft Outlook: Masterclass



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