
Outlook

National Competency Standard (BSB07):
BSBITU101A Operate a personal computer



Objectives

The course shows how to use Microsoft Outlook to manage your personal information and communications. You should come to this course if you find yourself missing appointments, having trouble managing your time between many tasks, losing addresses or phone numbers and making innumerable notes on scrap paper which you invariably throw away the day before you really need it.

Pre-Requisites

Those attending this course should be familiar with personal computers and be competent in the use of the keyboard and mouse.

Duration

One day.

Course Outcomes

1. Send and receive internal and external electronic mail.
2. Use Calendar to manage appointments, meetings and events.
3. Use Tasks to manage tasks.
4. Use Contacts for recording addresses, phone numbers, fax numbers and email addresses.
5. Use Notes to record information for future reference.
6. Use Journal to record activities.
7. Manage folders and files
8. Use Public Folders
9. Access Outlook via a web browser
10. Understand mail etiquette

Optional Assessment

This is a nationally recognised training program. Participants who successfully complete the optional assessment component of this course will receive a Statement of Attainment for the unit of competency outlined above (additional fee applies). Participants who choose not to be assessed will receive a Certificate of Attendance. The case study assignment is completed in the participant's own time.

Course Content

Important Concepts

- Outlook and Exchange Server
- Outlook in Standalone Mode
- Determining Which Mode Outlook is Running in
- Outlook and Outlook Express

Outlook Fundamentals

- Running Outlook
- Toolbars and Menus
- The Ribbon

- The Navigation Pane
- Quitting Outlook

Mail Basics

- Mail Essentials
- The Nature of an Email Address
- How it Works
- Troubleshooting Mail Delivery
- Addressing
- Manual Addressing
- The Global Address List
- Outlook Contacts

- Recipient Categories
- To: List
- CC: List
- BCC List
- Sending Mail
- Checking Mail
- Reading Mail
- Replying to Mail
- Forwarding
- Reply to All
- Printing

More On Mail

- Attachments

Outlook

- Limitations of Attachments
- Sending an Attachment
- Viewing and Saving an Attachment
- Signatures
- Rules
- Junk Mail
- Out of Office

Calendar

- Calendar Views
- Range Buttons
- Appointments
- Creating a New Appointment
- Modifying an Appointment
- Deleting an Appointment
- Reminders
- Recurring Appointments
- Meeting Requests
- Scheduling a Meeting
- Rescheduling a Meeting
- Cancelling a Meeting
- Responding to a Meeting Request
- Managing a Proposed Meeting
- Printing

Contacts

- Contact Views
- Contacts
- Creating a New Contact
- Modifying a Contact
- Deleting a Contact
- Distribution Lists
- Creating a New Distribution List
- Modifying a Distribution List
- Deleting a Distribution List
- Printing

Tasks

- Task Views
- Tasks
- Creating a New Task
- Modifying a Task
- Task Reminders
- Recurring Tasks
- Marking a Task Complete
- Deleting a Task
- Task Requests
- Creating a Task Request
- Responding to a Task Request
- Modifying a Task Request
- Deleting a Task Request
- Printing

Notes

- Uses for Notes

- Note Views
- Creating a Note
- Displaying a Note
- Moving and Resizing a Note
- Modifying a Note
- Categorising a Note
- Deleting a Note
- Printing

Journal

- Journal Views
- Creating a Journal Entry
- Modifying a Journal Entry
- Deleting a Journal Entry
- Printing

File And Folder Management

- The Folder List
- File Management
- Selecting Files
- Moving Files
- Deleting Files
- Folder Management
- Creating New Folders
- Renaming Folders
- Deleting Folders
- Managing Deleted Items
- Emptying the Deleted Items Folder
- Recovering Deleted Items
- Managing Mailbox Limits
- Viewing Folder Sizes
- Removing Attachments
- Exporting to a Local File and Backing Up
- Sharing Folders
- Sharing Invitations
- Setting Folder Permissions
- Accessing Other Users' Folders

Public Folders

- Viewing Public Folders
- Posting to a Public Folder
- Replying to a Post
- Editing a Post
- Deleting Posts
- Creating a New Folder
- Setting Permissions
- Deleting Folders

Outlook Web Access

- Accessing Outlook on the Web
- Navigating the Interface
- Significant Differences
- Main Window Shows only Items
- Public Folders Shown in Another Window
- Attachments

- Limited Customisable Features
- Printing

Mail Etiquette

- Don't put Unrelated Recipients in the 'To:' or 'CC:' field
- Don't Forget to Include the Attachment
- Use a Personal Name
- Include a Relevant Subject Heading
- Don't Write in all Capital Letters
- Keep to One Subject
- Use Correct Spelling, Grammar and Punctuation
- Avoid Abuse
- Message History
- Greetings and Sign-offs
- Be Polite and Patient
- Don't Rely Solely on Formatting to Convey your Message
- Use Emoticons where Helpful
- Be Careful of Abbreviations
- Don't Attach Huge Files
- Don't Respond to Spam in Any Way
- Don't Forward Hoaxes and Chain Letters
- Urban Legends
- Virus Hoaxes
- Chain Letters