

Microsoft Outlook

		Introduction (half day)	Intermediate (half day)
	EMAIL	Especially good if you have not used Outlook before	Useful if you already use Outlook but want to improve. Or you may have just upgraded to Office 2013/2016/Office 365
Contents	Sending, receiving, replying and forwarding emails	✓	
	Configuring the Outlook window – preview pane, reading pane, grouping emails	✓	✓
	Adding/removing new column headings		Please note that we can mix and match any of these elements depending on your requirements
	Email etiquette	✓	
	Adding an attachment, opening an attachment	✓	
	Marking email as urgent	✓	
	Read/delivery receipts		
	Email signatures	✓	
	Setting an out of office message	✓	
	Voting buttons and tracking replies		
	Advanced settings		
	Creating and managing rules		
	Using QuickParts for common sentences/paragraphs		
	CALENDAR		
	Creating/deleting/amending/moving appointments	✓	
	Recurring appointments		✓
	Colour coding appointments	✓	
	Inviting others to meetings and tracking replies		✓
	Amending meetings and keeping colleagues informed		✓
	Viewing colleagues' calendars	✓	✓
Free/busy searches	✓		
CONTACTS			
Creating and maintaining contacts	✓		
Creating and maintaining email groups		✓	
TASKS			
Creating and maintaining task lists		✓	
Recurring tasks		✓	
Clearing your inbox using tasks		✓	