

**Course Name****Microsoft Outlook Introduction****Course Duration****One Day****Course Objectives**

The course has been designed for first time or recent users of Microsoft Outlook and is suitable for people who wish to learn the basic skills needed to use Outlook. The course is 100% hands-on, with exercises to help the trainees practice the new skills they learn.

**Course Content**

- **Create E-mails**
  - Use Outlook to create, send, read, reply to and forward emails.
- **Create Folders**
  - Create your own Outlook folders to store items. A folder can contain mail messages, calendar entries, contacts or any other Outlook item.
- **Create Contacts**
  - Create a Contact to store information and details about an organisation or person that you correspond with.
- **Create a Group Contact**
  - Create a Contact containing several other Contact email addresses so that you can email them all easily.
- **Sending Attachments**
  - You can attach files and documents as part of your e-mail message
- **Set Message Options**
  - Set advanced Message Options. For example, set an arrival date for the message, set an expiry date, request a read receipt, save the sent message in a folder other than Sent Items.
- **Using the Tasks folder**
  - You can use the Tasks folder to help you organise your to-do list.
- **Working with Appointments & Meetings in Calendar**
  - Use Outlook to set up times and dates when you are free or busy, making it easier for you to organise your meetings and appointments.
- **Setting an Appointment Reminder in Calendar**
  - You can use Outlook to remind you of an important meeting that you may need to prepare for.

**Prerequisites**

Knowledge of Windows along with familiarity with using a keyboard and mouse is assumed.

**Interested in this course?**

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