

Get Started Here

Microsoft Outlook is a desktop information manager. It is part of the Microsoft Office suite.

One-on-One Personal Computer Training provides a comprehensive introduction to Outlook 2003 and will enable your students to become productive with the product.

Learning Outcomes

This course is designed for people who are new to Outlook. It covers the essential features people need in day-to-day use of Outlook.

At the end of the course, the student will be able to:

- Understand the purpose and terminology of Outlook
- Work with Outlook's views, screen features and Help
- Send and receive email messages
- Format, save and resend messages
- Customise Outlook to suit your needs
- Work with Outlook's calendar, tasks, contacts, notes and journal
- Manage, preview and print Outlook items
- Take advantage of folders, address books, categories, filters, sorting and grouping
- Plan meetings
- Save time with features such as AutoCreate, AutoPick, AutoPreview, AutoDate and QuickFind
- Increase productivity with Outlook

Structure

The course is organised in a series of lessons, each of which addresses a particular functional area of the product. Basic concepts are introduced first. Later materials build on these basics until the student has a sound grasp of the principles involved.

Each lesson starts with a list of learning outcomes for the lesson. Subject matter in the lesson is interspersed with practical exercises to illustrate the material covered. At the end of each lesson there is a:

- ☞ Summary of the lesson, including a list of the skills learned and important terms
- ☞ Questionnaire to test the student's understanding of the lesson
- ☞ Case study for revision or for fast students.

The manual includes a table of contents, an index, a glossary of important terms, tips and review exercises.

Contents

Level 1

- Introduction to Outlook
- Starting and leaving Outlook
- Screen elements, shortcut menus, toolbars
- Information Viewer, folder list and Help
- Sending, receiving and printing email messages
- AutoPreview, preview pane and message window
- Email attachments
- Replying to messages and forwarding messages
- Creating, editing, viewing and printing contacts
- Adding appointments and events to the calendar
- Recurring appointments and events
- Creating, editing, viewing and printing tasks

Level 2

- Customising Outlook
- Folders, address book, categories, fields and filters
- Mail options, signatures and formatting messages
- WordMail
- Organize pane and Rules wizard
- Planning a meeting
- Sorting and grouping
- Assigning tasks
- Journal entries
- Creating and editing views
- Finding items
- Creating and viewing notes
- Internet email and hyperlink

Prerequisites

Students should already be familiar with PCs and Windows.

Enquiries

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