

Microsoft Outlook

COURSE DESCRIPTION

Since its debut as part of the Microsoft Office 97 suite, Outlook has evolved into a multi-functional email program, and much more. Using hands-on instruction, this course teaches participants how to perform a wide variety of basic tasks using Outlook in a business environment.

COURSE MATERIALS

How-to sheets and links to additional online information related to the topics discussed in the course are available at http://mtateresearch.com/computer_courses_supplemental_resources/outlook

ABOUT THE INSTRUCTOR

Marsha Ann Tate received a Ph.D. in Mass Communications from Penn State. She also holds a M.S. in Library Science from Clarion University of Pennsylvania, a M.A. in Communication Studies from Bloomsburg University of Pennsylvania, and a B.A. in Political Science from the Pennsylvania State University. In addition to serving as a part-time corporate and community computer instructor for South Hills School of Business & Technology, Marsha also works as an adjunct communications, computer applications, and English instructor at the Pennsylvania Highlands Community College. She can be via email at marsha@mtateresearch.com or marsha.ann.tate@outlook.com.

COURSE OUTLINE

Overview of Outlook

- Versions and variations of Outlook
- The Outlook interface
- Send messages
- Read messages
- Reply to and forward messages
- Print messages
- Delete messages

Compose Messages

- Address messages
- Format messages
- Check Spelling & Grammar
- Insert hyperlinks
- Attach files

Customize Message Options

- Modify message settings
- Modify delivery options
- Change the message format
- Create a contact group (formerly known as a distribution list)
- Notify others that you will be out of the office

Manage Contacts

- Add contacts
- Sort and find contacts
- Find the geographical location of a contact

- Manage contacts

Calendar

- An overview of the Outlook Calendar
- Set Calendar Options
 - Set work days and times
 - Display an additional time zone
 - Set availability options
- Appointments
 - Schedule appointments
 - Assign categories and edit appointments
- Meetings
 - Schedule meetings
 - Reply to meeting requests
 - Propose new meeting times
 - Manage meetings
 - Print calendars
- Send calendar information in email messages
- View and synchronize multiple calendars

Tasks

- Create tasks
- Edit and update tasks

Notes

- Create notes
- Edit notes
- Display notes on the desktop

Journal

- Track work activities using the Journal
- Automatically record Journal entries
- Manually record Journal entries
- Modify Journal entries

Team Tasks

- Assign tasks
- Reply to task requests
- Send task updates
- Track assigned tasks

Share Folder Information

- Specify folder permissions
- Delegate access to folders
- Access another user's folder

Public Folders

- Create public folders
- Add users to public folders
- Post information in public folders
- Send email messages to public folders

Sort and Search for Outlook Items

- Sort Outlook items (e.g., messages, tasks) using multiple criteria
- Find Outlook items
- Filter messages
- Organize messages
- Manage junk mail

Customize the Outlook Environment

- Customize the toolbar
- Create a new toolbar
- Customize the Menu Bar
- Customize the Quick Access Toolbar
- Customize the To-Do Bar
- Create a folder home page