

Refine-IT

Course Outline – MS Outlook 2002 - Introduction

Overview and Goals - to be able to utilise the basic and some more advanced features of Outlook

Objectives – to be able to create emails, file messages, create contacts and distribution lists. To be confident with using Outlook features

Who Should Attend – beneficial to have email experience but not essential

Getting started

Exploring Outlook Today
Using Help

Outlook Mail

Creating and sending messages
Handling messages
Using Address Books
Printing a message as a file

Managing e-mail and contacts

Managing email
Working with Contacts

Managing Tasks

Working with Tasks
Inserting Outlook items into email

Managing Appointments and Events

Working with Appointments
Categorising appointments
Modifying appointments
Working with Events

Managing meetings

Working with meeting requests
Managing meeting requests
Handling meeting responses

Customizing Outlook

Customising the Outlook Bar
Customising menus and toolbars

Handling messages

Organising the Inbox
Rules Wizard
Archiving mail

Working with Outlook folders

Using Notes
Using the Journal
Using the Calendar
Working with Contacts

Advanced e-mail techniques

Working with personal folders
Working with the Organise page
Working with Signatures
Using voting buttons

If you would like to know more about any of the topics please contact Marie on 01689 877117 or marie@refine-it.co.uk



Many more courses are available including MS Word, PowerPoint, Internet, Excel, Project, Access, VBA and Lotus Notes at all levels and versions. We also run Personal Development courses such as Professional Selling Skills and Presenting Professional Presentations with PowerPoint

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