



Versatéo

Software Training solutions

Outlook Level 2 A One-Day Training Course

Course Aims

On completion of this course, delegates will be able to get the most out of Outlook by exploring more advanced features of the application. This course concentrates on sharing and managing data, Office integration, customising Outlook and mobile access

Course Outline

Organising and Managing Your Information

- Create and save views
- Group items
- Apply a view
- Find and filter items
- Use categories to identify items
- Use Advanced Find

Customising Outlook

- Set Outlook Today as your default opening view
- Customise Outlook Today
- Browse the web and keep a list of favourite web pages
- Customise and create toolbars
- Add folders to the Outlook bar
- Create and publish customised forms

Managing Messages

- Find related messages
- Track delivered and read mail
- Use the mail Rules Wizard
- Use the Out of Office Assistant
- Change the look of mail
- Create a message template
- Create a distribution list

Data Files and Email Accounts

- Manage Outlook data files
- Archive and restore data
- Open data folders and import items
- Configure email accounts
- Configure address books and directory services
- Configure delegate access permissions
- Open another user's folder or mailbox

Working with Contacts

- Save contact details as a vCard
- Use a vCard as your signature for messages
- Forward and receive vCards
- Flag contacts for follow-up (reminder)
- Integrate contacts with other Outlook components
- Use contact information with Office applications (mail merge)

Sharing Files and Information

- Email a file from within an open application
- Create a new Office file from Outlook
- Open and view a public folder
- Post and reply to a message in a public folder
- Send a file to a public folder
- Export data to different file formats

Working with the Calendar

- Publish the calendar on a web page
- Customise holiday information and time zones displayed on the calendar

Holding Online Meetings with Outlook

- Understand the options available for online meetings
- Schedule an online NetMeeting
- Send an iCal meeting request and use the Office Free/Busy Calendar Service
- Start or join an online meeting
- Use NetMeeting communication tools
- Use Windows/MSN Messenger

Target Audience

Existing users of Outlook who want to use the more advanced features of this software.

Assumed Knowledge

Delegates should have previous experience of creating and organising items in each Outlook component: mail, contacts, calendar, tasks, notes and journal.

Training path

Level 1 - New users with little or no experience, using and using e-mail and calendars.

Level 2 - Providing existing users with an understanding of more advanced features.