



## Computer Training: MS Outlook®

When you complete any of these MS Outlook® training courses, **you'll receive a certificate** to confirm your proficiency. You can also "pick and choose" topics from any of these courses for [Q&A sessions](#) or [Project Kickstarts](#) (no certificates issued for Q&A or Kickstart sessions). You can also [purchase the workbooks](#) for these courses separately.

### Microsoft Outlook® Introduction

Note: To get the most out of your instruction, we recommend that you first master the skills in our [Computer Literacy](#) course. Outlook® is an excellent tool for businesses! In addition to email, it also includes a calendar/scheduler, a task list, a contacts list, and a journal. Simplify your business organization by making Outlook work for you.

Average course time: 3 hours

#### You'll need:

- [Computer Literacy](#) or equivalent experience
- A working computer with Windows® installed on it
- Microsoft Outlook® 97 or higher

#### You'll learn:

- About Outlook® in business
- Outlook® modules
- Outlook® folders
- Connecting to your email account
- Importing email and contacts from Outlook Express®
- Managing your contacts
- Contact categories
- Distribution lists
- Sending, forwarding and re-sending email messages
- Email attachments
- Reply to All, Cc and Bcc
- Scheduling appointments, events, and meetings
- Recurring events
- Meeting requests
- Calendar, work week, and working hours
- Working with Tasks



## Microsoft Outlook® Intermediate

Build on your knowledge of the basic features of Microsoft Outlook®.

Average course time: 2 - 3 hours

### You'll need:

- A working computer with Windows® installed on it
- Microsoft Outlook® 97 or higher
- [Microsoft Outlook® Level 2](#) or equivalent experience

### You'll learn:

- Formatting email messages
- Stationery and signatures
- Creating and organizing personal folders
- Message rules
- Organizing email by sender, date, or "conversations"
- Grouping in views
- Notes
- Journal entries
- Recording time in the Journal
- Assigning tasks
- Flags
- Out-of-office messages



## **Microsoft Outlook® Advanced**

Average course time: 2 - 3 hours

### **You'll need:**

- A working computer with Windows® installed on it
- Microsoft Outlook® 97 or higher
- [Microsoft Outlook® Level 3](#) or equivalent experience

### **You'll learn:**

- AutoArchiving
- Import and Export
- Tools - options
- Contacts - filtering by categories