



PST TRAINING (PTY) LTD

PST Training (Pty) Ltd

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MS Outlook (Introduction to Intermediate)

Overview

This one-day course is designed to help a delegate to enhance, edit and organise electronic messages.

Objectives

- Creating, Sending, Editing, Forwarding and Replying to Messages
- Change delivery options
- Creating Signature and using Themes
- Using Calendars
- Using Tasks / Using Notes
- Using Search Engines
- Working with Rules and Conditional Formatting

Course Prerequisite

MS Windows & Internet (Introduction)

Language of Delivery

English

Delivery Methods

Course is facilitated by a competent & experienced subject matter trainer, who utilises the following techniques to ensure that the session is practical and experiential: Questions, Discussions, Exercises & Assessments.

Who should attend?

General workers, Tea Ladies, Cleaners, Drivers & Delivery people, or anyone who has had no exposure to using a PC.

Course Outline

This course consists of the following 9 modules

Module 1	Start Ms Outlook; The Outlook Window; Folder Pane; The Inbox; The View Bar; Using Peeks; Reading Pane; Outlook Today; Read E-Mail; Print Messages; Delete A Message
Module 2	Contacts & Address Book; Add A Contact; Edit Contact Information; Remove a Contact from the Contacts List; Copy Contacts from Email; Sort Contacts; Search for Contacts; Edit Contact Information; Add a Contact from the Same Company; Create a Contact Group; Find the Geographical Location of a Contact; Forward Contacts to Outlook Users; Arranging Contacts into Categories; Assign a Task to a Contact; Print Contact Information
Module 3	Create & Send Email; Select from the Address Book; Enter an Address in a Message; Email Addresses; Add Blind Copies; Format Messages; Change the Text Alignment; Add Bullets & Numbering; Set Priority; Spelling & Grammar; Reply to Messages; Forward Messages; Junk E-Mail; Other Message Options; Mark Messages as Unread; Flag Messages to Follow-Up; Arrange the Inbox; Add Categories to Messages; Archive a Message; Delete/Restore Messages; Adding/ Handling Attachments; Previewing/Saving Attachments
Module 4	Save a Draft Message; Create Folders to Organize Emails; Create Rules; Creating/Using/Deleting Conditional Formatting Rules; Delete/Copy/Move Items
Module 5	Apply/Remove Themes; Change the Default Font for all New Messages; Create/Edit/Remove Signatures; Use Multiple Signatures; Encrypt a Single Message; Encrypt all Messages; Change the Importance & Sensitivity Settings; Use Voting Buttons; Custom Voting Buttons; Delivery/Read Receipts; Delay Message Delivery
Module 6	Use the Calendar; Move around the Calendar; Create Appointments; Schedule an Appointment; Insert Appointments into a Message; Categorize Appointments; Delete/Restore Appointments; Create Events; Schedule an Event; Create a Meeting Request; The Scheduling Assistant; Respond to an Invitation; Propose New Times for Meetings; Decline Meeting Requests; Cancel a Meeting; Recurring Appointments/Meetings/Events; Recurrence Pattern Options; Edit Recurring Appointments; Change Calendar Settings; Add an Additional Time Zone; Add Holidays; Print a Calendar
Module 7	Create Tasks; Edit/Delete Tasks; Create Recurring Tasks; Set a Reminder; Set Task Categories; Mark Tasks as Completed; Delete Tasks; Insert Tasks into Messages; Task Views; Assign Tasks; Accept/Decline Assigned Tasks; Track a Task; Print a Task
Module 8	Create Notes; Delete Notes; Categorize Notes; Forward Notes; Options for Viewing Notes; Display a Note to the Desktop; Print Notes
Module 9	Microsoft Exchange; Use Public Folders to Share Info; Manage Another Person's Calendar; Create an Out of Office Reply; Work Offline; Work with Net Folders

Additional Information

Duration	1 Day	
Includes	<ul style="list-style-type: none"> • Comprehensive Manual • Lunch & Refreshments (not applicable to on-site training) • Electronic Certificate (on successful completion of the course) 	<ul style="list-style-type: none"> • Electronic Trainer Feedback Report • Electronic Delegate Feedback Questionnaire