peak
services

Peak Services delivers deep expertise in the local government sector.
We understand the business of councils. Challenge us.

OUTLOOK 2016 INTRODUCTION – 1 DAY COURSE

AUDIENCE

Microsoft Outlook 2016 - Introduction for users with little or no knowledge of the software, wanting to broaden their skills in undertaning how to send and receive emails and maintain appoinments and contact information.

SHORT COURSE TOPICS

- Understand some of the more basic email concepts
- Start Microsoft Outlook and navigate its key features
- Create and send email messages
- Receive emails in your Inbox and then work with them
- Competently work with file and item attachments within email messages
- Work with message flags and reminders
- Work effectively with junk email work with the Calendar feature
- Create and work with contacts
- Create and work with tasks
- Obtain help for Outlook whenever you need it

LEARNING OUTCOMES

Expand their skills and knowledge in using Microsoft Outlook in order to send and receive emails, schedule appointments and maintain contact details information.

COURSE DETAILS

Delivery	This course is delivered as a face-to-face instructor led training sessions. Our courses can be customised to suit your particular requirements.
Duration and Location	Our standard structure for this course is 1 full day and can be delivered in any metropolitan or regional area of Queensland.
Fees and Inclusions	Please contact Peak Services for course fees or a proposal for on-site/in-house training.

PLEASE CONTACT PEAK SERVICES FOR COURSE FEES OR A PROPOSAL FOR ONSITE/IN-HOUSE TRAINING PROPOSALS

**REGISTER NOW
07 3000 2148
FIND OUT MORE
training@wearepeak.com.au
wearepeak.com.au**

Local Buy
Register of Pre-Qualified Suppliers (RPQS)

Business Management Services
Contract: BUS 249—0515

localbuy

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COURSE ELEMENTS

EMAIL CONCEPTS
- How Email Works
- Email Addresses
- The Benefits of Email
- Email Etiquette
- Emails and Viruses
- Digital Signatures

GETTING STARTED WITH OUTLOOK
- Understanding Outlook 2016
- Starting Outlook From the Desktop
- Common Outlook 2016 Screen Elements
- Using the Ribbon
- Using Ribbon KeyTips
- Showing and Collapsing the Ribbon
- Understanding the Backstage View
- Accessing the Backstage View
- Understanding the Quick Access Toolbar
- Adding Commands to the QAT
- Navigating to Outlook Features
- Sneaking a Peek
- The Folder Pane
- The to Do Bar
- The Mail Screen
- The Calendar Screen
- The People Screen
- The Tasks Screen
- The Notes Screen
- The Outlook Today Screen
- Changing the Office Theme
- Exiting Outlook

SENDING EMAIL
- Email in Outlook
- How Outlook Mail Works
- Composing an Email Message
- The Message Window
- Creating a New Message
- Checking the Spelling
- Adding an Attachment to a Message
- Adding Importance
- Requesting Message Receipts
- Sending the Message
- Creating an AutoSignature
- Using an AutoSignature
- Removing an AutoSignature

RECEIVING EMAIL
- Understanding the Inbox
- Retrieving Email
- Opening an Outlook Data File
- Adjusting the Message View
- Previewing Messages
- Arranging Messages
- Reading Messages
- Opening Several Messages
- Understanding Conversation View
- Navigating Messages in a Conversation
- Replying to a Message
- Replying to a Message in a Conversation
- Replying to All Messages
- Replying Without the Original Message
- Adding Comments to Replies
- Getting Replies Sent to Another Address
- Forwarding Messages
- Finding Related Messages
- Ignoring Conversations
- Marking Messages as Unread
- Understanding Clutter

WORKING WITH ATTACHMENTS
- Understanding File Attachments
- Inserting a File Attachment
- Attaching Other Outlook Items
- Previewing Attachments
- Saving a File Attachment
- Opening a File Attachment

FLAGGING MESSAGES
- About Flags and Reminders
- Flagging Messages in the Message List
- Sending a Message With a Flag
- Adding a Reminder to Your Messages
- Changing the Default Quick Click Flag
- Removing a Flag

JUNK EMAIL
- Spamming and Junk Email
- Phishing and Junk Email
- Understanding Junk Email Options

WORKING WITH THE CALENDAR
- Accessing the Calendar
- Changing the Calendar Arrangement
- Displaying Specific Dates
- Navigating Within a Calendar
- Changing the Current View
- Creating a Second Time Zone
- Removing a Time Zone
- Creating a New Calendar
- Working With Multiple Calendars
- Deleting a Calendar
- Sharing Calendars
- Understanding the Weather Bar

PEOPLE
- Understanding People View
- Understanding the Contact Form
- Viewing Your Contacts
- Creating a New Contact
- Entering Contact Details
- Editing Contact Details
- Inserting a Contact Picture
- Adding Contacts to an Existing Company
- Printing Contact Details
- Deleting an Unwanted Contact
- Recovering a Deleted Contact

TASKS
- Tasks and the To-Do List
- Creating Tasks
- Changing Task Views
- Sorting Tasks
- Working With Tasks
- Deleting Tasks
- Printing a Task List

GETTING HELP
- Understanding How Help Works
- Using Tell Me
- Accessing the Help Window
- Navigating the Help Window
- Using Google to Get Help
- Using Smart Lookup
- Printing a Help Topic

COURSE ELEMENTS

SENDING EMAIL CON.
- Sending a Courtesy Copy
- Sending a Blind Copy

JUNK EMAIL CON.
- Marking Messages as Junk Mail
- Marking Messages as Safe
- Managing the Senders Lists
- Importing a Blocked Senders List
- Exporting a Blocked Senders List
- Deleting Junk Email