

## **E-mail (Outlook) Basics**

This short course aims to increase your productivity by providing the skills and knowledge that enable you to manage your e-mail, schedule your appointments, and keep track of your contact information. Successful participants will gain an overview of the benefits of email, be able to start Outlook, navigate the various menus, create and send emails, receive emails in an inbox, work with file and item attachments, deal effectively with junk email, use the Calendar and work with Contacts.

### **Email Concepts**

- Email concepts explained
- Understanding an Email Address
- Email Etiquette
- Viruses
- Signatures

### **Getting Started**

- Outlook overview
- Opening Outlook
- Outlook Screen Elements
- The Outlook Ribbon
- Backstage View
- The Quick Access Toolbar
- Navigating Outlook Features
- The Folder Pane
- The To Do Bar
- The Mail/Calendar/People/Tasks/Notes Screens
- The Outlook Today Screen
- Changing the Office Theme
- Setting Outlook options (spelling check, checking/sending options, deleting trash)
- Exiting Outlook

### **Sending Email**

- How Outlook Mail Works
- The Message Window
- Creating a New Message
- Checking the Spelling
- Adding an Attachment to a Message
- Adding Importance
- Requesting Message Receipts
- Sending the Message
- AutoSignature – create/use/delete
- Sending a Courtesy Copy (cc)
- Sending a Blind Copy (bcc)

### **Receiving Email**

- Understanding the Inbox
- Retrieving Email
- Opening an Outlook Data File
- Adjusting the Message View
- Previewing Messages

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- Arranging Messages
- Reading Messages
- Opening Several Messages
- Understanding Conversation View (requires groups to be set up)
- Replying to a Message
- Replying to All Messages
- Replying Without the Original Message
- Adding Comments to Replies
- Getting Replies Sent to Another Address
- Forwarding Messages
- Finding Related Messages
- Marking Messages as Unread

### **Working with Attachments**

- Understanding File Attachments
- Adding a File Attachment
- Previewing Attachments
- Saving Attachments
- Opening a File Attachment

### **Flagging Messages**

- 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 Phishing and Junk Email
- Junk Email Options
- 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

### **Working with the Calendar**

- Accessing the Calendar
- Changing the Calendar Arrangement
- Displaying Specific Dates
- Navigating the Calendar
- Changing the Current View
- Creating a Second Time Zone
- Removing a Time Zone
- Creating a New Calendar
- Multiple Calendars
- Deleting a Calendar
- Sharing Calendars
- Understanding the Weather Bar

## People

- People View explained
- Contact Forms explained
- Viewing Contacts
- Creating/editing and deleting contacts
- Inserting a Contact Picture
- Adding Contacts to an Existing Company
- Printing Contact Details
- Recovering A Deleted Contact
- Printing Contact Details

## 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

- Help explained
- Using Tell Me
- Accessing the Help Window
- Navigating the Help Window
- Using Smart Lookup
- Printing a Help Topic