

This course covers the following topics (items marked with a \* are covered if time allows):

<b>Outlook basics</b> <ul style="list-style-type: none"><li>• The navigation bar</li><li>• Outlook Today</li><li>• The reading pane</li></ul>	<b>Filing mail</b> <ul style="list-style-type: none"><li>• Creating your own folders</li><li>• Deleting and undeleting messages</li></ul>	<b>Housekeeping</b> <ul style="list-style-type: none"><li>• PST files</li><li>• Eight ways to reduce mailbox size</li><li>• Archiving messages</li></ul>
<b>Sending and receiving mail</b> <ul style="list-style-type: none"><li>• Creating and sending messages</li><li>• Using draft messages</li><li>• Copying and blind copying</li><li>• Creating signatures</li><li>• HTML and plain text emails</li><li>• Desktop alerts</li></ul>	<b>Contacts</b> <ul style="list-style-type: none"><li>• Creating personal contacts</li><li>• Creating distribution lists</li><li>• Viewing contacts</li><li>• Categorising contacts</li><li>• Ways to find contacts</li></ul>	<b>Tasks</b> <ul style="list-style-type: none"><li>• Creating and completing tasks</li><li>• Reminders</li><li>• Assigning tasks</li><li>• Recurrent tasks</li></ul>
<b>Special options for sending</b> <ul style="list-style-type: none"><li>• Priority and sensitivity</li><li>• Creating voting buttons</li><li>• Flagging messages</li><li>• Requesting receipts</li><li>• Expiry of messages</li></ul>	<b>Appointments</b> <ul style="list-style-type: none"><li>• Views of the calendar</li><li>• Creating appointments</li><li>• All-day events</li><li>• Recurring appointments</li><li>• Setting reminders</li><li>• Sharing your calendar</li></ul>	<b>Meetings</b> <ul style="list-style-type: none"><li>• Inviting people to meetings</li><li>• Finding a free time</li><li>• Meeting requests</li><li>• Tracking meetings</li></ul>
<b>Inserting into emails</b> <ul style="list-style-type: none"><li>• Sending and receiving attachments</li><li>• Attaching Outlook items</li><li>• Hyperlinks</li></ul>	<b>Finding messages</b> <ul style="list-style-type: none"><li>• Using the find bar</li><li>• Search folders</li><li>• Advanced finding</li></ul>	<b>Rules</b> <ul style="list-style-type: none"><li>• Creating rules</li><li>• Examples of rules</li><li>• The out of office assistant</li></ul>
<b>Sorting, grouping and views</b> <ul style="list-style-type: none"><li>• Sorting messages</li><li>• Grouping messages</li><li>• Customising views</li><li>• Defining new views</li></ul>	<b>Sharing and delegating</b> <ul style="list-style-type: none"><li>• Sharing items</li><li>• Viewing shared items</li><li>• Delegating mailboxes</li><li>• Private items</li></ul>	

There will be no more than 6 people on the course. All courses include lunch at a nearby restaurant. Please see our [website](#) for [references](#), or [email us](#) if you have any questions.