

MS Outlook 2013

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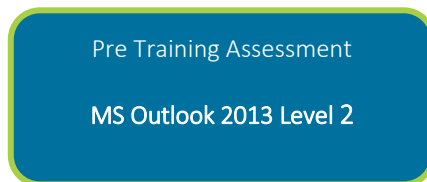
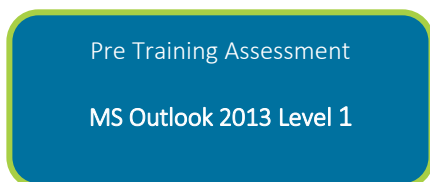
Accelerating quality skills towards an information savvy society

A. Course Outlines



1. Free online pre-training assessments

Not sure which level to book – then click on the links below and/or forward the links to your colleagues in order to distinguish which level you/they need to book for.



2. MS Outlook 2013 Level 1

Course description

This course is the first in a series of three Microsoft Office Outlook 2013 courses. It will provide you with the skills you need to start sending and responding to email in Microsoft Office Outlook 2010, as well as maintaining your Calendar. In this course, you will explore the user interface of Outlook, compose and send email, schedule appointments, manage contact information, organize meetings, and create tasks and notes in Outlook.

On any busy day, it is a challenge to keep up with your daily correspondence, appointments, meetings, and tasks. Having a tool capable of keeping large amounts of information organized and at your fingertips could mean the difference between falling behind and staying on track. Microsoft Office Outlook 2013 is one such tool that you can use to effectively communicate electronically and be organized.

Course duration

This course is scheduled for one (1) day from 9:00 till 16:00.

The course duration is an estimate and could vary according to levels of experience of the group.

Course pre-requisites

To be successful in this course, you should be familiar with using personal computers and you should have used the mouse and keyboard. You should be comfortable in the Windows environment and be able to use Windows to manage information



on the computer. Specifically, you should be able to launch and close programs; navigate to information stored on the computer; and manage files and folders. To ensure your success, we recommend you first take one of our introductory Windows courses, such as either of the following, or have equivalent skills and knowledge:

- Windows XP Professional: Level 1
- Windows XP: Introduction

Documentation

The following documentation is included with the course

- Microsoft Outlook 2013 Level 1 user guide
- Certificate of attendance

After attending you will be able to:

- Explore the Outlook interface, send mail and respond to messages
- Compose email messages
- Customize message settings
- Organize email messages into folders
- Manage contact and contact information

Who should attend?

This course is intended for people who have a basic understanding of Microsoft Windows and want to know how to use Outlook to manage their time and information.

Topics Covered

Concepts and terms of E-mail

- Introduction
- Connecting to the Internet
- An E-mail address
- Network Etiquette
- E-mail - Pros and Cons
- Starting Outlook
- Changing the View
- Change the Toolbars displayed
- Changing the columns displayed

Create and send an E-mail message

- Choosing your e-mail Editor
- Creating an E-mail message
- Addressing a message
- Running a Spell Check
- Editing text in an E-mail message
- Attaching a file
- Getting Help

Receive and respond to e-mails

- Reading Messages
- Receiving an Attachment
- Working with several open messages



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- Flagged for future follow-up
- Precautions when receiving mail
- Printing a message
- Organising messages

Working with Outlook Contacts

- The Contacts View
- Creating Contacts
- Distribution Lists

Using the Outlook Calendar

- The Calendar View
- Working with Appointments
- Working with Meetings
- Working with Events

3. MS Outlook 2013 Level 2

Course description

You will customize the Outlook environment, calendar, and mail messages, and will also track, share, assign, and quickly locate various Outlook items.

Course duration

This course is scheduled for one (1) day from 9:00 till 16:00.

The course duration is an estimate and could vary according to levels of experience of the group.

Course pre-requisites

- Read, write, communicate and comprehend at least at GET level.
- Operate a personal computer system.
- Use generic functions in a Graphical User Interface (GUI)-environment (PC's and Windows Essentials)
- 116945 Use electronic mail to send and receive messages (2 credits) Level 2
- 116935 Enhance, edit and organise electronic messages using a Graphical User Interface (GUI)-based messaging application (2 credits) Level 2

Documentation

The following documentation is included with the course

- Microsoft Outlook 2013 Level 2 user guide
- Certificate of attendance

After attending you will be able to:

- Manage Outlook items using sorting, filtering, find and views
- Customise Outlook with toolbars, views
- Using Outlook options including rules, mail formats
- Use Outlook to send messages from other Office applications and importing and exporting Office documents
- Using Outlook to work with contacts, meetings, appointments



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Who should attend?

This course is intended for people who have a basic understanding of Microsoft Windows and want to know how to use Outlook to manage their time and information.

Topics Covered

Customising Outlook

- The Outlook Screen
- Switching toolbars on and off
- Changing Toolbar Options
- Customising Toolbars
- Outlook Today
- Creating Folders
- Working with the Favourites Folders Pane
- Working with Shortcuts
- Changing the View
- Creating a new View

Message Options

- Using Message options
- Message Settings
- Voting and Tracking options
- Delivery Options
- Flagging a message
- Out of Office Assistant
- Searching for Items

Calendar Options

- Calendar Options

Managing Tasks

- Working with Tasks
- Creating a task
- Create a Recurring Task
- Marking a task complete
- Task Assignments

Organising Messages

- Sorting messages in a list
- Filtering
- Advanced Find

Delegates and Sharing

- Delegate Access
- Sharing Outlook folders



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B. Contact Details

1. Location for training

We have training facilities in Centurion or training can be done on-site on request.

Physical Address:

Centurion
1001 Clifton Avenue
Lyttelton Manor
Centurion

2. For bookings or more information

For bookings or more information please feel free to Marili van Niekerk us at 012 640 2600 or e-mail training@acctech.biz

For the latest event schedule visit our training page on www.acctech.biz



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