



## MICROSOFT OUTLOOK

### Description:

Microsoft Outlook is a personal information manager primarily used as an email application, but it also offers features such as a Calendar, Tasks, Contacts, Notes, and a Journal. Whether used standalone or integrated with Microsoft Exchange Server or Microsoft Office SharePoint Server, Outlook enhances collaboration for teams within an organization. Proper use of Outlook streamlines email management, time organization, and contact management, helping individuals and companies optimize their productivity and workflow.



### We have 2 standard levels of Microsoft Outlook:

## INTRODUCTION

- This course is designed for both beginners and self-taught users of Outlook. Starting with basic email functionality, such as sending and receiving emails, the course progresses to more advanced features like CC, BCC, Distribution Lists, Auto-replies, and Voting Buttons. It covers key components—Views, Toolbars, Emails, Calendar, Tasks, and Notes—and concludes with hands-on exercises integrating all features. By the end, users will feel confident in efficiently managing emails, scheduling and task organization within Outlook.

## ADVANCED

- The advanced Outlook course builds on existing knowledge, introducing advanced management techniques such as Rules and Alerts, Categories, Colours, and custom folders. A key section focuses on integrating Microsoft Word with Outlook for Mail Merge, enabling bulk email campaigns—an effective e-marketing solution. Students will also learn how to share information, schedule meetings, utilize public folders, archive old items, and create Signatures. Additionally, managing and using PST files for data recovery will be covered. By the end of the course, users will gain confidence in advanced features for Outlook management.

**\*BESPOKE COURSES | All of our courses can be easily tailored to suit any company.  
Course duration and level can be changed, depending on content, company & individuals\***



# INTRODUCTION

**Course Code: ITEX01 | Course Title: Working With Outlook | Duration: 1 Day**  
**Delivery: Face To Face & Live Online**

## Course Description:

This course is designed for both beginners and self-taught users of Outlook. Starting with basic email functionality, such as sending and receiving emails, the course progresses to more advanced features like CC, BCC, Distribution Lists, Auto-replies, and Voting Buttons. It covers key components—Views, Toolbars, Emails, Calendar, Tasks, and Notes—and concludes with hands-on exercises integrating all features. By the end, users will feel confident in efficiently managing emails, scheduling and task organization within Outlook.



## Who Should Attend Microsoft Outlook Training?

- Administrative Assistants
- IT Support Staff
- Marketing Professionals
- Receptionists

## Course Requirements:

No previous experience of Microsoft Outlook is required however the delegate should have knowledge in basic computer skills i.e. how to use a mouse and keyboard.

## Course Contents:

- **What Is Outlook?:** Discover features including menus, navigation, toolbars, and views
- **Guidelines & Etiquette:** Manage SPAM and avoid using excessive uppercase text
- **Responding to Emails:** Sorting, reading, replying, replying to all, and forwarding emails effectively
- **Sending Emails:** Understand the proper use of To, Cc, BCC fields, subject lines and email body
- **Message Management:** Organise emails by deleting or using folders for better structure
- **Attachments:** Attachments and understanding differences when replying or forwarding emails
- **Printing:** Print emails simply or exclude address lists for cleaner outputs
- **Proofing Tools:** Use tools like spell check, grammar check and thesaurus
- **Deleted Items:** Manage deleted items by emptying or restoring them when needed
- **Working with Contacts:** Create, edit and delete contact entries
- **Calendar:** Schedule, edit and delete calendar appointments for efficient time management
- **Working with Tasks:** Create, edit and delete tasks to track and prioritise your workload
- **Basic Searching:** Use search functions and view the Outlook Today feature to streamline workflow

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## ADVANCED

**Course Code: ITEX02 | Course Title: Outlook 365 & Exchange Master | Duration: 1 Day**  
**Delivery: Face To Face & Live Online**

### Course Description:

The advanced Outlook course builds on existing knowledge, introducing advanced management techniques such as Rules and Alerts, Categories, Colours, and custom folders. A key section focuses on integrating Microsoft Word with Outlook for Mail Merge, enabling bulk email campaigns—an effective e-marketing solution. Students will also learn how to share information, schedule meetings, utilize public folders, archive old items, and create Signatures. Additionally, managing and using PST files for data recovery will be covered. By the end of the course, users will gain confidence in advanced features for Outlook management.



### Who Should Attend Microsoft Outlook Training?

- Administrative Assistants
- IT Support Staff
- Marketing Professionals
- Receptionists

### Course Requirements:

The delegate needs to have attended the previous stage of the Outlook course at Pringle PCS or at least, have the equivalent working knowledge.

### Course Contents:

- **Customising Screen Layout:** Organise views, sorting, grouping and field headings
- **Advanced Email Options:** Manage email sensitivity, read-delivery receipts, delays and recall
- **Mail Signatures:** Create, edit, and delete professional email signatures
- **Out Of Office Assistant:** Set up, turn on, and turn off automated replies with ease
- **Calendar:** Customise calendars, add public holidays, schedule meetings and recurring appointments
- **Tasks:** Tailor tasks, assign responsibilities, and manage recurring activities
- **Contacts:** Create distribution lists, forward contacts, and refine search order for efficiency
- **Sharing Folders:** Share inbox, calendar, contacts, and tasks for effective collaboration
- **Public Folders:** Manage shared messages, calendars, contacts, and tasks with ease
- **Importing / Exporting:** Transfer calendars, contacts, and tasks to streamline workflows
- **Advanced Options:** Adjust Outlook preferences to suit your individual needs
- **Categories:** Use, edit, add, and remove categories for enhanced organisation
- **Advanced Searches:** Define fields and set search criteria for precise data retrieval

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