



Customising the Outlook interface

- Changing the size of the panes
- Customising the Outlook bar
- Working with folders and windows
- Using folders to organise mail
- Using the shortcuts bar
- Changing the position of the Reading pane

Using different message formats

- Choosing the native Outlook editor or Microsoft Word HTML, Rich text and Plain Text
- Choosing a format for internet recipients

Using HTML features in messages

- Font, paragraph and page formatting
- Bullets and numbering
- Inserting an HTML separator bar
- Using coloured and graphical backgrounds
- Choosing and customising an Outlook stationery design
- Creating, editing and using signatures using advanced formatting
- Applying styles
- Inserting and positioning graphics into message text

Working smarter with Outlook

- Attaching a file to a message
- Attaching an Outlook item to a message
- Linking to a web page, e-mail address, shared file or another section
- Managing message trails
- Creating and using a message template

Changing message options

- Message priority & sensitivity
- Creating voting buttons, voting and counting the votes
- Requesting a Delivery Receipt
- Requesting and responding to a Read Receipt
- Redirecting replies to someone else
- Delaying the delivery of a message
- Putting a shelf life on a message

Advanced Contact Features

- Microsoft Exchange & Pop users
- Using Global and personal address lists
- Finding a contact
- Creating and modifying your own contact
- Tricks to entering name, address, phone and e-mail information
- Including a contact's mug-shot
- Re-using company information
- Creating / modifying a distribution list
- Addressing / expanding a distribution list
- Sending a letter to a contact
- Sending a contact's details to someone and saving them when received
- Using v-Cards

Advanced Meeting features

- Appointments, meetings and events
- Scheduling a meeting
- Using Date Descriptions
- Colour-coding a meeting
- Booking shared resources
- Resolving conflicts with existing meetings
- Responding to a meeting invite
- Checking responses to meeting invites
- Schedule a recurring meeting
- Adding a message to a meeting
- Printing calendar information

Importing / exporting Outlook data

- Creating a backup of your inbox or contacts
- Importing a list of contacts
- Importing an Excel contact list into Outlook
- Importing Access data into Outlook

Mail merging with Outlook contacts

- An overview of the mail merge concept
- Selecting mail recipients
- Initiating the mail merge
- Completing the source document
- Editing the recipient list
- Reviewing the merge letters
- Merging to a new document
- Merging direct to the printer
- Merging to e-mail
- Label merge

Contents Customising a view

- What is a view?
- Using the Advanced toolbar
- Switching to another view
- Creating your own view
- Choosing which fields are shown in a view
- Grouping, sorting and filtering data in a view
- Changing the look and feel of the view
- Highlighting particular items in your view
- Using automatic formatting to highlight selected messages or contacts
- Changing the field format
- Testing out your view

Using Rules to handle mail

- An overview of the Rule & Alerts concept
- Creating a new rule
- Specifying criteria for the rule
- Specifying how to handle identified messages
- Stating exceptions to the rule
- Running, editing, deleting and switching off the rule
- Exporting and importing rules
- Creating a rule based on a message

Maintaining e-mail accounts

- Creating a new e-mail account
- Viewing or changing an e-mail account

Using shared folders

- Why share folders?
- Allowing other users to view your folder
- Assigning more general permissions
- Accessing another user's folder
- Public Folders
- Posting a discussion item to a public folder

Archiving old data

- Why does data need to be archived?
- Archiving folders automatically
- Overriding the AutoArchive settings
- Preventing items in a folder from being archived
- Archiving folders manually