

OTL-101-365

Learn how to manage your Inbox



Objectives

At the end of the training, learners will be able to:

- Control their email environment
- Create and customize their email signatures
- Make it easier to manage their attachments
- Learn how to find all their emails quickly
- Organize the filing of their messages with categories and their personal folders

Practical information

Duration	3 hours
Level	Beginner
Number of participants	7 participants
Languages available	English - French

Prerequisites

General knowledge of the Windows environment.

Target audience

Managers, administrative staff, and new Outlook user

Content

1 - Know how to use the interface

- File tab
- Getting to know the ribbons, groups, and commands
- Contextual tabs
- Mini toolbar
- View and customize the Quick Access Toolbar
- View and customize the ribbon
- Show accelerator keys
- Add a command group or new tab

2 - Inbox

- Folder pane
- Message list
- Reading pane
- Taskbar
- Navigation bar
- Contact pane

3 - Auto-signature

- Create a default signature
- Insert a signature manually

4 - Manage messages

- Message format (HTML, rich text, plain text)
- Change the message format (default, for a message)Receive and send a message
- Show BCC field
- Remove an address from the autofill list from the "To" field
- Reply or forward a message
- Forward the message as an attachment
- Save a draft message
- Group messages (by date, by conversation)
- Change groups
- View, ignore, or clean up a conversation
- Use follow-up flags

5 - Message options

- Specify the importance of a message
- Change the read status of a message
- Apply and edit a category
- View by category
- Create a folder
- Move a message
- Select and delete messages
- Empty the deleted items folder
- Manage spam
- Empty the junk folder

6 - Insert items into a message

- Attachment
- View, save one or more attachments
- Outlook item
- Business card
- Calendar

8 - Turn messages into other Outlook items

- Move a message to another folder (tasks, appointments)
- Recall and resend a message
- Search for a message
- Use search folders (default or custom)
- Custom search folders

7 - Confirmations

- Confirmation of receipt
- Read receipt
- Follow-up of confirmation requests

Included with the training



Complete manual with
step-by-step explanations



Exercise worksheets
seen in class



Training
Certificate



Recognition Badge that you can
share on your LinkedIn page



Post-training follow-up
offered for 6 months