

MS OUTLOOK BASICS

The purpose of this course is to create an understanding of how to use electronic mail to send and receive messages.

SHORT COURSE



1 Day

DURATION



R2100pp

COST



Yes

IN PERSON



Yes

ONLINE

UNDERSTAND THE CONCEPTS AND TERMS OF ELECTRONIC MESSAGING

How an email address is structured with examples, E-Mail etiquette such as content, subject line, privacy, confidentiality, and viruses. The benefits of using Email with reference to speed, cost, time, time zones, portability, and the limitations of using the Internet in terms of viruses, security, inappropriate use of email, and attachments.

HOW TO CREATE AND SEND AN E-MAIL MESSAGE

How to create new E-mails with a header/subject line to easily identify the purpose and content. Adding recipients using address book and the function of CC and BC.

RECEIVE AND RESPOND TO E-MAILS

Identify the email senders and the contents of the email. How to process attached files which may include saving, modifying, and forwarding, creating flags for future follow-up, marked as read/unread. And printing an E-mail to the default printer.

WORKING WITH MULTIPLE EMAIL MESSAGES

Opening a number of E-mail messages for processing and being able to switch between them and manipulate and delete text and send an email to an archive facility or deleted completely.

CUSTOMISE THE VIEW AND PREFERENCES OF THE EMAIL APPLICATION

How to change the current view headings according to given requirements, such as how to add or delete additional columns from the current view using the toolbar menus.



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