

Outlook XP/2003 and Internet Explorer

- Basic Skills Course -

Course Description.



This course is designed to provide staff with an introduction and understanding of the main features of **Microsoft Outlook XP/2003** and **Microsoft Internet Explorer**. You will be shown the tools used to send and receive emails, organise your information and keep track of contacts and appointments. You will also be shown techniques for exploring web pages and configuring a web browser. On completion of the course, you will have the basic skills necessary to use **Outlook XP/2003** for desktop information management and **Internet Explorer** to browse the Internet.

Objectives.

You will learn many aspects of using Outlook and Internet Explorer, including:

- ✓ Changing the default start-up view and display modes.
- ✓ Email message formats and editors.
- ✓ Creating and sending an email message.
- ✓ Adding signatures to your email and specifying additional options.
- ✓ Saving a draft message to send at a later date.
- ✓ Adding an attachment and recalling a message.
- ✓ Opening, reading and forwarding a message.
- ✓ Opening and saving a file attachment.
- ✓ Managing contacts and distribution lists.
- ✓ Sending/retrieving contact information from attachments.
- ✓ Sorting, finding and highlighting messages (for follow up).
- ✓ Managing mail folders and moving items.
- ✓ Deleting an item and using the Deleted Items folder.
- ✓ Using the Out of Office reply and managing calendar appointments.
- ✓ The use of Internet Explorer, the Address Bar, toolbar and hyperlinks.
- ✓ Searching for information and using the right click context menu.
- ✓ Copy / paste commands, printing a web page and using the History list.
- ✓ Using / managing Favourites and changing Internet options.
- ✓ Opening multiple web pages and downloading files and web pages.
- ✓ Customising the Links bar and creating a Desktop web page shortcut.

Pre-requisites.



Any introductory knowledge of using an email system in a Windows™ environment will be an advantage although no specialised knowledge is required. This course will cover the basic aspects of using Outlook and Internet Explorer and builds upon techniques throughout each section.