

Outlook Course Options – What Do You Want Trainees to be able to do?	
MAILBOX FOLDERS AND ORGANISATION	
Create or delete folders	
Use flags for follow up	
Alter fields displayed in inbox	
Alter settings – fonts, conditional formats	
Create and manage rules	
Search and sort emails	
Archive/clean up mailbox	
Set up out of office replies	
IN MAIL OPTIONS	
Set up consistent signatures	
Obtain Delivery Receipts and add voting options	
Change who sent from	
Mark importance and flag for follow-up	
IN MAIL OR CALENDER INVITE FORMATS	
Text editing & alignment	
Adding shapes/screenshots/hyperlinks	
Add tables/bullet lists	
CALENDAR SCHEDULING	
Create individual or recurring appointments	
Track availability and responses	
Share Calendars	
CONTACTS AND TASKS	
Create, add, remove and edit a contact group	
Create and manage to do lists	