

This course is two days – however if the Learners are already familiar with Outlook it can be a one-day course.

Legal, ethical and organisational issues
The implications of legislation on the use of email in an organisation
Manage E-Mail Messages
Default mail folders
Inbox and its purpose
Outbox and its purpose
Sent messages and its purpose
Deleted messages and its purpose
Drafts and its purpose
Create new mail folders
Manipulate E-mail messages between mail folders
Move E-mail messages
Copy E-mail messages
Sort E-mail messages within a mail folder
Change the priority of an outgoing message
Create, Send And Print An E-Mail Message
Open the electronic mail application
Address the message to the required recipients
The structure of an email address
Add a subject to the message
Message subject needs to be consistent with the message purpose and target audience
Manipulate the text in the message
Check the spelling before sending the message
Move, copy and delete text in the email message
Attach a file to the email message
Delete an attachment from an E-mail message
Establish a connection with an Internet Service Provider
Send an E-mail
Ensure that the E-mail is received by the intended recipients
Switch toolbar menus off and on
Change the current view headings

Print an E-mail to the default printer
Create folders for emails
Close the electronic mail application
Receive and Respond To E-Mails
Identify the senders of the incoming mail
Observe precautions when receiving mail
Display the contents of incoming E-mails
Preview attachments
View received E-mail messages in the inbox
Process attached files
Open an attachment
Save an attachment
Edit an attachment
Forward a message with an attachment
Highlight incoming mail - flagging
Flag an item for follow up
Open a number of E-mail messages for processing
Copy text to an E-mail message from another source
Use the Address Book Facilities of an Electronic Mail Application
Add an address to a personal address book
Add a contact from an email message
Add a contact from scratch
Save more than one email address or phone number
Import contacts
Create and use Appointment/Events in the Calendar
Customise E-mail Settings
Create a signature
Create an automatic reply
Set up rules